REGIONAL BUS STUDY

Massachusetts Regional Bus Study

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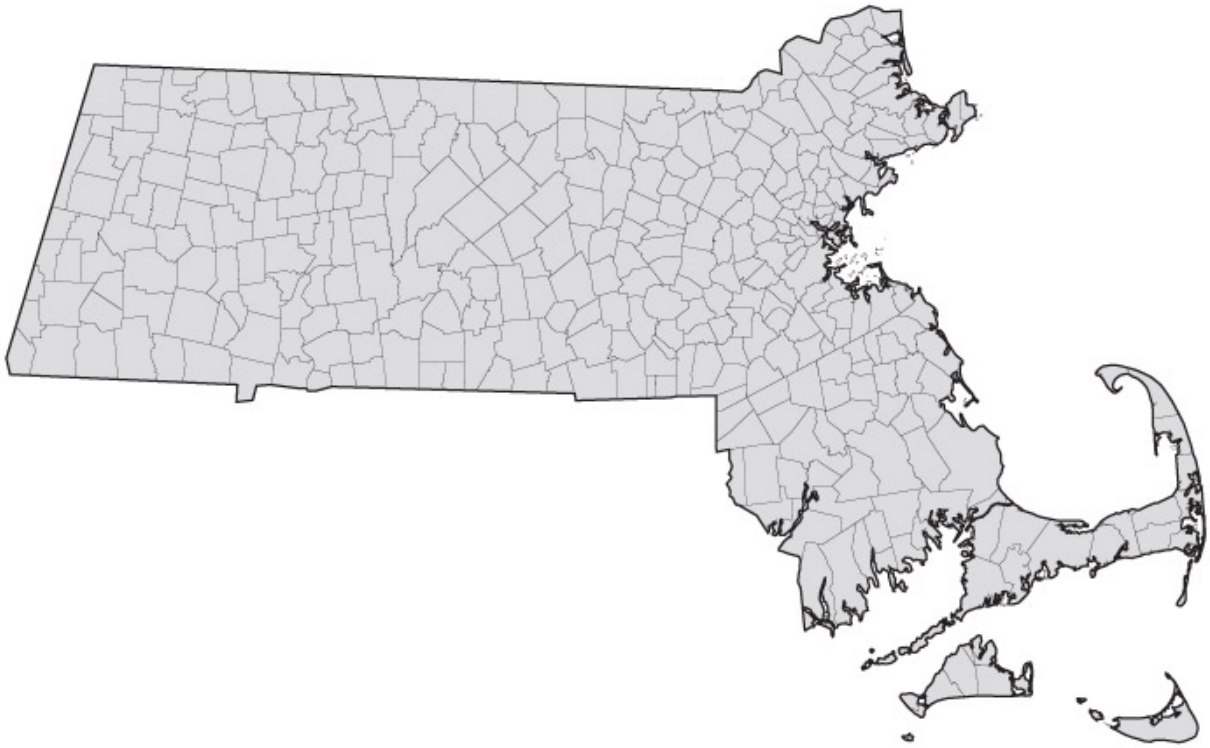
Study Area



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Keywords

bus
service
Boston
intercity
commuter
Massachusetts
route
Worcester

Executive Summary

S.1 Context

Over the past 30 years, the private carrier regional bus network in Massachusetts has seen a reduction in locations served within the state. This coverage contraction, often accompanied by reductions in service frequencies, has occurred in both intercity and commuter bus services. There has also been a decrease in the number of carriers. While these changes reflect to some extent development patterns and car ownership trends, they have been exacerbated by reductions in state-administered subsidy and vehicle finance programs. Continued reductions in service and attrition of regional carriers in the future remain distinct possibilities.

S.2 Study Purpose and Approach

The fundamental purpose of this study is threefold: to gain an increased understanding of regional bus service and its market in Massachusetts, identify issues that have historically prevented the retention or expansion of important services, and suggest measures for making the service better meet the Commonwealth's needs.

Owing to the large number of carriers and diversity of services, study of the regional bus industry presents unique challenges. In order to create a reasonably complete picture, the present analysis includes three broad areas of investigation:

- Inventory of currently operating commuter and intercity bus services and their terminals and stops, both intra- and interstate, and of the relationships of these services to rail and local bus services
- Review of changes in regional bus service since 1980
- Survey of passengers on most intrastate regional bus services

The trends in travel markets and service strategies examined in this study shed light on today's service offerings, and they point to possible viable expansions of intrastate regional bus services to reach under- and unserved markets. This study also considers opportunities for improving service in other

ways and for retaining valuable routes. In addition, it reviews the potential for regional transit authorities to provide services that feed the intercity bus network, discusses the potential use of the MBTA CharlieCard on intercity and commuter bus services, considers the capital needs of an improved and expanded intercity bus network, including requirements for vehicles, stops, stations, and parking facilities, and discusses funding support.

S.3 Summary of Findings

S.3.1 Coverage

Despite a contraction of the service network over the last 30 years, overall fixed-route coverage in Massachusetts remains good. All urban areas in Massachusetts have direct bus or rail service to Boston, and many also have direct service to New York City. Outside of these two large travel markets, service offerings are less convenient. Trips between many pairs of urban areas (even including New York City and Boston in a few cases) require indirect journeys with multiple trip segments and in some cases different carriers. For example, most trips between Worcester and New York City require changing buses in Hartford, Connecticut. Similarly, the less frequent service between the Berkshire region and eastern Massachusetts limits viable departure time windows available to travelers.

Several communities in the state with reasonable population density presently do not have any fixed-route transit available, notably Clinton, Hudson, Northbridge, and Uxbridge. In the Route 2 corridor between Fitchburg and North Adams, service to Boston can involve multiple transfers, and there is no service at all crossing the Berkshires from Greenfield to North Adams.

The intrastate services operating to and from Boston that have retained the strongest ridership and service frequencies share several key characteristics. They operate primarily along limited-access highways, make a limited number of stops along the route, provide service to both downtown Boston and Logan Airport, make use of parking facilities at the outer end of the route, and operate an extensive schedule, giving riders a large selection of trip choices. Even in corridors with rail service available, bus services with these characteristics have been able to retain and build ridership.

Services discontinued since 1980 in many instances operated along non-limited-access roadways, made multiple local stops, had limited parking available for riders, operated a limited schedule, and did not attract a diverse customer mix that could include commuters, Logan Airport passengers, or travelers connecting with other long distance bus services. Services with these weaknesses that were also near new or expanded rail service were especially vulnerable to ridership loss.

The total average daily ridership on intrastate private carrier bus routes in Massachusetts was over 5,700 in 2011, based on surveys conducted by the Central Transportation Planning Staff (CTPS). On intrastate and interstate routes together, over 400 round-trips per day operate to or from locations in Massachusetts. That is enough scheduled capacity to carry over 43,000 passengers. Regular route service is one part of the larger motor coach industry, which also operates charters and tours. The American Bus Association estimates that in Massachusetts in 2009 the motor coach tourism industry employed 9,820 workers with a payroll of $371 million.

S.3.2 Equipment

The state is presently acquiring 30 buses, obtained through a competitive FTA program, which will be made available to private carriers on advantageous terms. This bus procurement will both reduce the average age of the private regional bus fleet and make possible the addition of selected services.

The acquisition of 30 buses can be placed in perspective by considering the optimal replacement cycle for coach-type buses. Buses are considered depreciated after 12 years of service. An appropriate average age for a fleet's buses is six years. If 1/12 of the buses in a fleet are retired (replaced) each year, the average age of its buses will eventually stabilize at six years. The fleet size required to maintain the existing regional bus service in Massachusetts is 95 buses; therefore, reaching and sustaining an average age of about six years would require a replacement rate of approximately eight buses annually.

Bus emissions standards began to tighten significantly in 1994 and have been tightened further periodically since then. The new buses will be appreciably cleaner than most buses now operating, especially those few still operating that are over 20 years in age. Also, all will be accessible to passengers using wheelchairs, a feature becoming prevalent on coach-type buses.

S.3.3 Facilities

A CTPS review of bus stops at commuter park-and-ride facilities found that signage and schedule information identifying the service available was frequently not in place, especially at smaller facilities. Most of the larger parking facilities had schedules and some form of on-site ticketing; however, very few had actual station buildings, and most only had shelters. Many smaller facilities do not have shelters. Park-and-ride facilities at several locations are near or at capacity on typical weekdays.

The Boston end of regional bus trips is either at the intercity bus terminal located at the South Station Transportation Center (commonly referred to as South Station) or at one or more curbside locations. A review of regional

commuter bus curbside boarding locations in Boston found that none of them have any signs identifying the service and some did not even have signage identifying the location as a bus stop.

S.3.4 Coordination with Regional Transit Authorities

Regional private carrier buses and regional transit authorities (RTAs) share terminals and service hubs in a number of municipalities, including Barnstable (Hyannis), Fall River, Greenfield, Holyoke, Lowell, New Bedford, Pittsfield, Springfield, Taunton, and Worcester (as of mid-2013). The common facilities facilitate transfers between the different services. RTA routes also connect with regional private carriers at stops in Framingham and Plymouth.

In the cases of the Berkshire Regional Transit Authority (BRTA), Cape Cod Regional Transit Authority (CCRTA), Pioneer Valley Regional Transit Authority (PVTA), and Southeastern Regional Transit Authority (SRTA), private carrier regional service can be used to make local trips entirely within the boundaries of the transit authority service area. While RTA websites frequently have links to the websites of regional carriers that provide service within the RTA service areas, they typically do not provide specific information about those services, despite the fact that they can be utilized for local journeys.

S.3.5 Marketing

Much of the traveling public is unfamiliar with the many regional bus services operating in the commonwealth; an opportunity therefore exists to expand use of this mode through marketing. The widespread use of new Internet and smartphone technologies should be fully exploited to bring passengers into regional buses.

Almost all the regional bus companies have their own websites, and these are accessible through the MassDOT website. However, the powerful, widely used Internet trip-planning application Google Transit currently utilizes the schedule of only one Massachusetts regional carrier.

The sale of MBTA commuter rail tickets via smartphone has proved very popular since its initiation late in 2012. Regional carriers presently do not have smartphone ticketing available, which in addition to selling tickets can support marketing and potential synergies with other bus or rail services.

Bus carriers presently offer deep discounts to riders using multi-ride fare media. On services with large numbers of commuters, the majority of riders utilize discount tickets.

S.3.6 Coordination with Commuter Rail Fare System

There are several communities that have both regional private carrier bus service and MBTA commuter rail service operating to and from Boston. CTPS passenger surveys show that the greatest amount of mixed usage (travelers alternating between the two types of service) takes place between Boston and Worcester. This is also the one corridor where both modes use the same terminal facility at the non-Boston end of the route (Union Station in Worcester), where many commuters park-and-ride or make connections from local transit. A joint-ticketing system (in which a purchased ticket could be used for either bus or rail) would provide more trip choices for riders traveling between the two urban areas. The smartphone ticketing system recently implemented by the MBTA could be a potential method for implementing a joint-ticketing system with private-carrier buses. .

S.3.7 Coordination with the National Bus Network

Greyhound, Peter Pan, and Plymouth & Brockton are part of the National Bus Traffic Association (NBTA) ticketing network and can sell through-tickets to any location in the national bus network. Acquiring through-ticketing capability is also possible for smaller regional carriers and RTAs.

S.3.8 Funding Available

Massachusetts receives federal §5311(f) funds that are expended exclusively to support intercity bus service. Currently, Plymouth & Brockton receives an operating subsidy for off-season service on outer Cape Cod, and Peter Pan has received capital funds for terminal modernization and vehicles. Other federal grant programs that are also available for other transportation modes might be utilized for regional bus service. An example of using these broader funding programs to support regional bus service is the use of Congestion Mitigation and Air Quality Improvement (CMAQ) Program funding by New Hampshire to build new regional bus facilities and partially fund the startup of new commuter bus services.

S.3.9 Peer Comparison

Most states now provide §5311(f) operating subsidies to at least one intercity regional carrier in their state. Most private carrier commuter bus operations are in the Northeast, and levels of state support of these services vary greatly, ranging from no support to both capital and operating subsidies.

Massachusetts eliminated operating subsidies for private commuter bus service several years ago. However, capital support is being provided; 30 new buses are being acquired which will be allocated to both commuter routes and longer-distance regional routes.

S.3.10 Boston Terminal Issues

The South Station bus terminal operates close to capacity during peak hours; the available capacity varies by carrier. In most cases, additional commuter trips could only be accommodated during the earlier and later parts of the peak period, but not during the busiest half-hour. Available off-peak capacity at South Station also varies by carrier.

S.3.11 Regulations

Interstate service that crosses state lines has been largely deregulated at the federal level (except for issues of safety and insurance) since 1982. The state still has in place a requirement for carriers to hold Certificates of Public Convenience and Necessity (CPCNs) for services operating entirely within the state; it has no such requirement for a service that crosses a state line, even if the route provides significant service within the state. There appear to have been very low levels of CPCN requests for new or changed intrastate services in recent years.

Local municipalities can regulate the use of their sidewalks and parking locations, and this has had an impact on curbside boarding in Boston. The City has continued to allow curbside boarding only for commuter routes, which, by their nature, have very short dwell times, and it has taken legal action against intercity carriers attempting to use curbside stops as terminals with longer dwell times.

S.4 Summary of Recommendations

Based on review of existing conditions, trends in travel markets and service strategies, and practices in other states, this study identified possible action items for the Commonwealth to consider for maintaining, improving, and possibly expanding the services constituting the regional bus system:

- The average age of the bus fleet should be brought down to six years. The 30 new buses being procured by the Commonwealth are a first step toward that objective. Given a fleet of 95 buses (the number required to provide the existing level of service within the state), maintaining an average age of six years would require replacing vehicles at the rate of eight per year. The Commonwealth should work with carriers on developing an annual equipment procurement plan.
- Prominent signage, along with route and schedule information, should be in place at all bus stops.
- Park-and-ride lots that regularly reach capacity should be considered for possible expansion.

- Passenger amenities at park-and-ride lots should be improved. While central stops in most urban areas in the state are made at RTA intermodal centers, which provide shelter, restrooms, and some food options for waiting passengers, the Newburyport park-and-ride facility is the only large park-and-ride facility with such amenities. Building similar facilities at other park-and-ride stops with frequent service and good ridership should be a goal for the state.
- Peak-period capacity at South Station should be expanded by increasing the number of direct trips operated to Logan Airport and by operating additional commuter trips to the Back Bay or perhaps new trips to the Longwood Medical Area. Transporting airport and Back Bay customers on their own peak-period buses would free up capacity for buses that continue to serve South Station.
- Construction of a midday layover storage yard in Boston, which would simplify operations for existing services and reduce deadhead moves to carrier facilities outside of Boston, should be considered.
- Regional bus routes entirely within RTA service areas should be promoted by RTAs on their websites and trip planners.
- Google Transit's trip planner should include schedule data for all Massachusetts regional bus carriers. MassDOT should take the lead in making these data available to Google in the required format. MassDOT should also include regional bus service in any new statewide initiatives to facilitate trip planning by travelers.
- Carriers should consider supporting smartphone ticketing. Coordination with the MBTA's smartphone ticketing initiative should be encouraged.
- A trial program of joint ticketing for regional bus and commuter rail services should be encouraged. It would benefit the most customers in the Boston–Worcester corridor. If this were successful, other markets such as Kingston/Plymouth–Boston and Newburyport–Boston could be explored for possible joint ticketing.
- Offering introductory, discounted single tickets with a price similar to the per-ride price of multi-ride tickets should be considered as a way to attract new riders to low-profile services. These single tickets could be offered as part of short-term promotional efforts and should be considered as a method to market and increase ridership on some services.
- Surveys of passengers on the Boston-based routes suggest that users of the New Bedford–Boston service could benefit from NBTA through-ticketing with other carriers. NBTA has a program that allows rural RTAs

to join the NBTA network; through-ticketing with the mostly rural Franklin Regional Transit Authority (FRTA) and Berkshire Regional Transit Authority (BRTA) services in western Massachusetts may have the greatest potential.

1 Introduction

1.1 Background

The private carrier regional bus network in Massachusetts that is examined in this study consists of the state's intercity and commuter services; some services of both kinds extend outside the state. This network has seen a reduction in both communities served and the number of bus operators providing service over the past 30 years. Operating-subsidy programs offered in the past are no longer available. However, capital subsidies in the form of new vehicles have been provided from time to time, though not on a consistent basis. Capital assistance has also been provided to build park-and-ride facilities through MassDOT and its predecessors, and to build intermodal facilities in urban areas through regional transit authorities (RTAs).

Further reductions in service and attrition of carriers may occur in the future. This study examines changes that have taken place in regional bus service in Massachusetts since 1980 and discusses probable reasons for those changes. It suggests measures and opportunities for the retention of important routes, improvement of existing service, and expansion of the network in the future. What the capital needs would be of an improved and expanded regional bus network, including vehicles, stops, stations, and parking facilities, is also discussed. In addition, the study considers the potential for RTAs to provide feeder service to the intercity bus network, as well as the possibility of using Massachusetts Bay Transportation Authority (MBTA) fare media on regional bus services.

1.2 Study Objectives

This study will look at how existing regional bus services that provide service within Massachusetts have changed since 1980, identify the reasons for the changes, and examine how these regional services relate to rail and local bus services. The study will look at both intrastate and interstate bus services. How interstate services have served intrastate trips in both the past and present will

be discussed, as well as the degree to which they constrain the potential for expanded intrastate services by using existing infrastructure (such as gates at South Station Transportation Center).

Based on these examinations of regional bus services, the study will identify issues that have historically prevented the retention or expansion of important services. It will suggest measures that could be implemented in the future, including possible funding support, to better meet the needs of unserved and underserved markets, foster desirable system growth, and promote improved mobility options in the state.

1.3 Organization of This Report

- Chapter 2 reviews the existing regional bus network, including how it has evolved in recent decades and how those changes relate to changes in RTA bus, commuter rail, and Amtrak services. (For details of coverage, see Chapter 6.)
- Chapter 3 summarizes existing state and federal regulations that apply to regional bus operations.
- Chapter 4 describes the existing operations of Boston terminal facilities, including the South Station bus terminal.
- Chapter 5 describes the bus fleet in use by Massachusetts-based carriers for fixed-route bus service.
- Chapter 6 reviews the existing regional bus and rail network coverage.
- Chapter 7 reviews existing and potential new methods to market regional bus service. This chapter also contains the results of a CTPS survey of regional bus passengers on in-state routes.
- Chapter 8 reviews existing state and federal funding programs that are or could be utilized to support regional bus service. A peer review of other state funding programs is also included.
- Chapter 9 summarizes other services provided by the private carrier bus industry in Massachusetts.
- The appendix includes a detailed summary of route rights presently held by private carriers in Massachusetts.

2 The Regional Bus Network: Recent Evolution and Its Interactions with RTA Services

This chapter provides a review of the Massachusetts regional bus network and of other, related components of the regional transportation network. The regional network includes intercity services connecting urban areas throughout the state, intercity services that continue into adjacent states, and commuter express bus services. The chapter begins with a description of the existing regional bus network, including ridership, and brief overviews of local fixed-route transit service and passenger rail service. It then describes the changes that have taken place since 1980 in the regional bus network, in RTA services in response to the changes in the regional bus network, and in the passenger rail network. It then identifies the communities where both regional bus and commuter rail service to Boston continue to operate even after the service changes previously described. Following the service descriptions is a summary of the interactions between regional private carrier and RTA bus services and facilities and of local and regional service connections between RTAs. The next sections discuss parking facilities and potential use of a standard mobile-device-based fare payment media that could be shared by the regional bus carriers and potentially be used to integrate fare payment with the MBTA's fare payment system.

2.1 Existing Regional Network

There are presently 18 private carriers providing fixed-route regional bus service in Massachusetts. Much of the route network is focused on service to Boston, with additional services centered on Springfield, Worcester, and Cape Cod. Carriers range from large national and regional operators which own hundreds of vehicles to small operators with fleets of fewer than 20 buses. Services range from routes operating 20 or more daily round-trips to routes with only a single round-trip during peak commute hours. The services provided by these 18 private carriers in Massachusetts and New England are depicted graphically in Figures 1, 2, and 3, and these services are summarized in Tables 1 and 2.

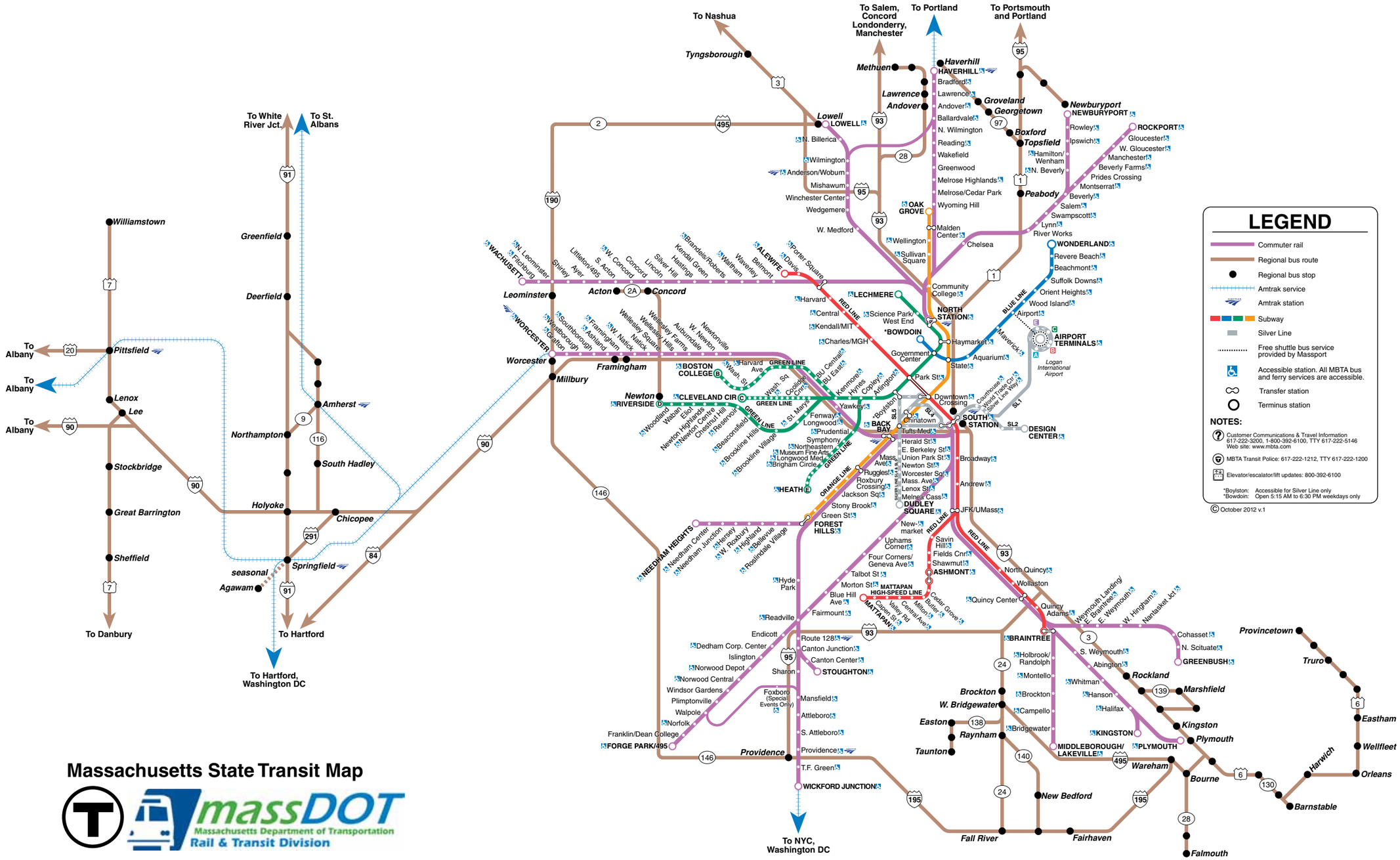

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Figure 1
Massachusetts Transit Map

Massachusetts Regional Bus Study

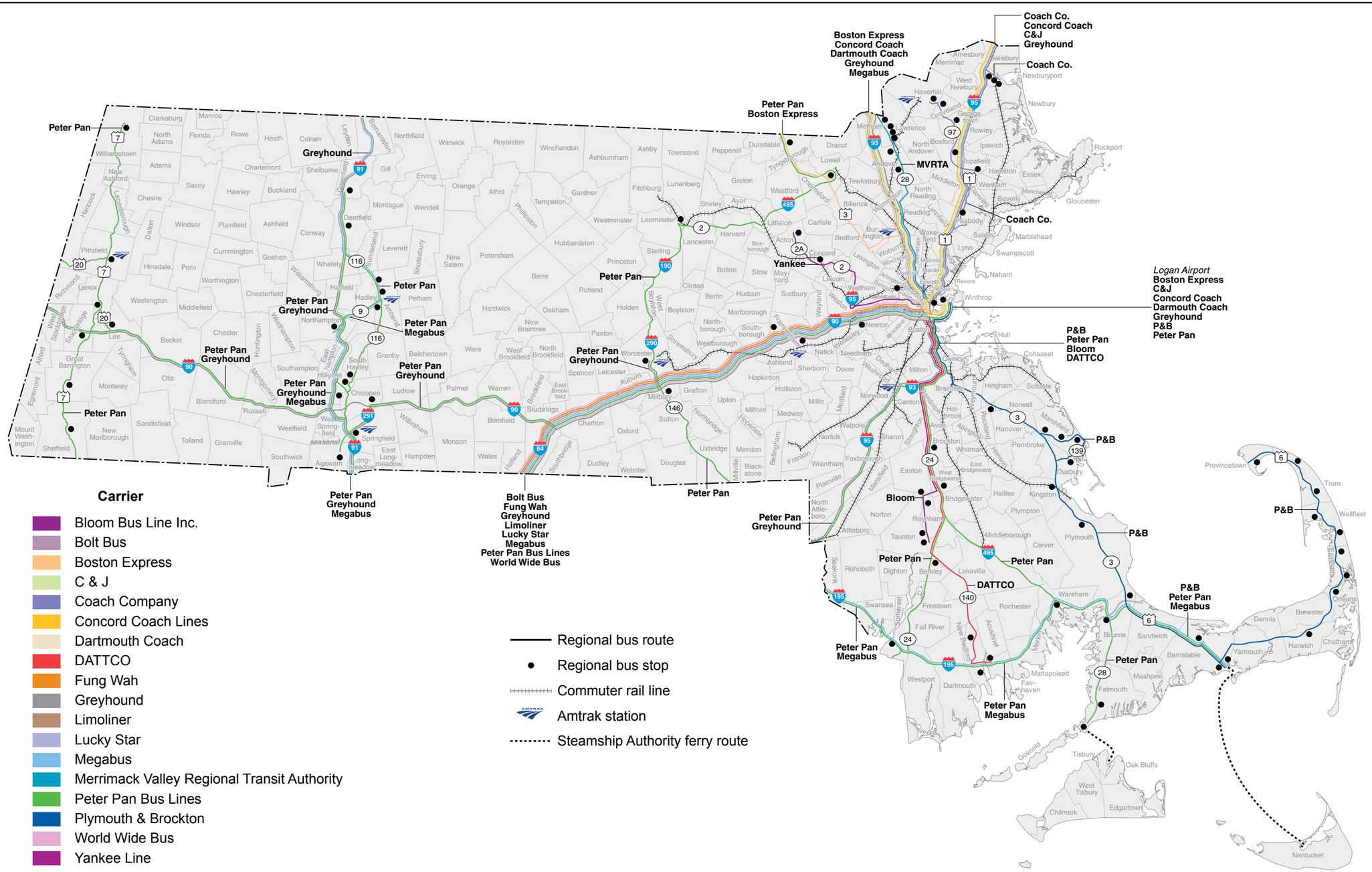

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Figure 2
Massachusetts Regional Bus Routes

Massachusetts Regional Bus Study

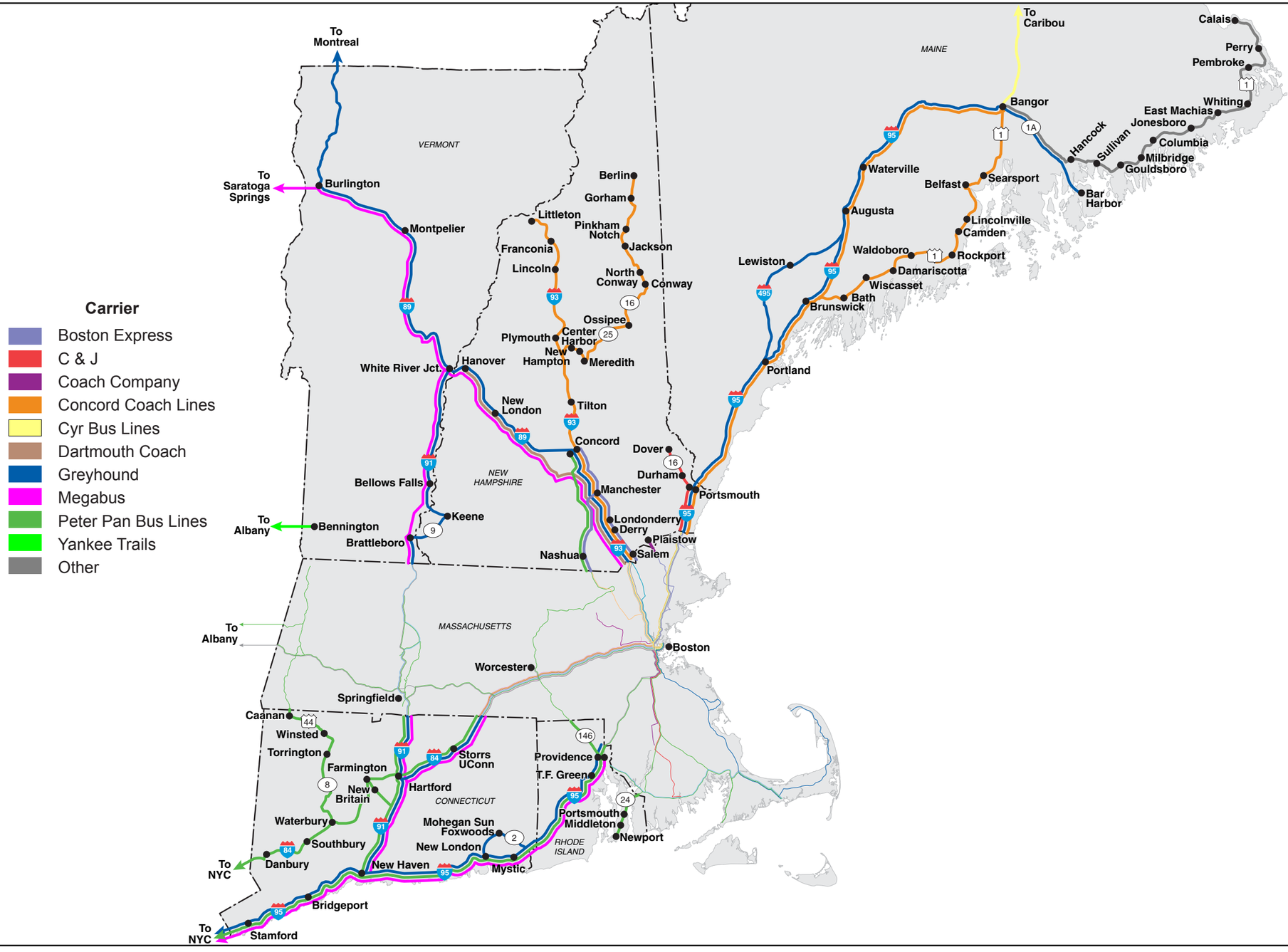


Figure 3
New England Regional Bus Routes

CTPS

Massachusetts Regional Bus Study

Several of the larger carriers are members of the National Bus Traffic Association (NBTA) and can sell through-tickets to locations throughout the United States and Canada. Smaller carriers in the state are typically not part of this group and operate service primarily focused on commuters; in some cases service is limited to one city-pair.

In addition to these private carrier services, the Merrimack Valley Regional Transit Authority (MVRTA) operates a Methuen–Boston commuter bus service, and this MVRTA route is shown in Figure 2. Also, the Massachusetts Port Authority (Massport) sponsors operation of the Logan Express service to Logan Airport from parking facilities in Peabody, Woburn, Framingham, and Braintree. Both MVRTA and Massport utilize contractors to deliver these services. These MVRTA and Massport services are the only public agency bus services in Massachusetts that utilize over-the-road coaches, which are characteristic of intercity service.

Regional bus routes serve 61 cities and towns in the commonwealth. Stop locations in these communities range in size from the major intercity bus terminal at South Station in Boston to simple flag stops alongside roadways with little identification. Park-and-ride facilities are provided at many stop locations, but the size of these lots and the amenities offered vary greatly. The municipalities served are: Acton, Agawam (seasonal service), Amherst, Andover, Barnstable, Boston, Bourne, Boxford, Brockton, Cambridge, Chicopee, Concord, Deerfield, Duxbury, Eastham, Easton, Fairhaven, Fall River, Falmouth, Framingham, Georgetown, Great Barrington, Greenfield, Groveland, Harwich, Haverhill, Holyoke, Kingston, Lawrence, Lee, Lenox, Leominster, Lowell, Marshfield, Methuen, Millbury, New Bedford, Newburyport, Newton, Northampton, Orleans, Peabody, Pittsfield, Plymouth, Provincetown, Raynham, Rockland, Sheffield, South Hadley, Southborough, Springfield , Stockbridge, Taunton, Topsfield, Truro, Tyngsborough, Wareham, Wellfleet, West Bridgewater, Williamstown, and Worcester.

In most of these communities fixed-route local bus service is also provided by an RTA. In six of these communities—Boxford, Georgetown, Groveland, Sheffield, Topsfield, and West Bridgewater—the RTA offers only demand-response service. The only fixed-route service in these six communities is offered by the private regional carrier.

Passenger rail service in Massachusetts includes the extensive MBTA commuter rail network as well as several Amtrak routes. Amtrak has station stops in Boston, Westwood, Woburn, Haverhill, Framingham, Worcester, Springfield, and Pittsfield. Amtrak also serves Amherst at this time, but the Knowledge Corridor project currently under construction will replace service to Amherst with restored service to Northampton and Greenfield.

Table 1
Intercity and Commuter Bus Routes Operating to the Boston Area

Carrier/Route	Monday–Thursday Round-Trips	Friday Round-Trips	Saturday Round-Trips	Sunday Round-Trips	National Bus Ticketing?
Bloom					
Boston–West Bridgewater–Raynham–Taunton	13	13	2	2	No
Bolt					
Boston–New York, NY	14	24	19	19	No
Boston–Philadelphia, PA	2	2	2	2	No
Boston Express					
Boston–Tyngsborough–Nashua, NH–Manchester, NH	12	12	9	9	Yes
Boston–Salem, NH–Londonderry, NH	26	26	17	17	Yes
C & J					
Boston–Newburyport–Portsmouth, NH–Dover, NH	30	30	21	21	Yes
Coach Company					
Boston–Newburyport–Plaistow, NH	6	6	None	None	No
Boston–Peabody–Topsfield–Boxford–Georgetown–Haverhill	2	2	None	None	No
Concord Coach					
Boston–Concord, NH	11	11	11	11	Yes
Boston–Portland, ME	22	22	22	22	Yes
Dartmouth Coach					
Boston–Hanover, NH	8	8	8	7	No
DATTCO					
Boston–Taunton–New Bedford–Fairhaven	12	12	6	6	No

(Cont.)

Table 1 (Cont.)
Intercity and Commuter Bus Routes Operating to the Boston Area

Carrier/Route	Monday–Thursday Round-Trips	Friday Round-Trips	Saturday Round-Trips	Sunday Round-Trips	National Bus Ticketing?
Fung Wah					
Boston–New York, NY	19	27	19	27	No
Greyhound					
Boston–Worcester–Springfield–Albany, NY	3	4	3	4	Yes
Boston–New York, NY, local via RI/CT	4	6	4	4	Yes
Boston–Burlington, VT–Montreal, QE	4	4	4	4	Yes
Boston–Portsmouth, NH–Portland, ME–Bangor, ME	3	3	3	3	Yes
Hampton Jitney					
Boston–Hamptons, NY (seasonal, limited service)	None	1, at school breaks only	None	1, at school breaks only	No
Limoliner					
Boston–Framingham–New York, NY	3	3	2	3	No
Lucky Star					
Boston–New York, NY	16	20	18	22	No
Megabus/DATTCO					
Boston–New York, NY	10	16	16	17	No
Boston–Philadelphia–Washington, D.C.	2	2	2	2	No
Boston–Burlington, VT	1	3	3	3	No
Boston–Hartford, CT–New Haven, CT	4	4	4	4	No
Plymouth & Brockton					
Boston–Rockland–Plymouth–Bourne–-Hyannis	24.5	24.5	15	15	Yes
Boston–Rockland–Kingston–Plymouth	7	7	None	None	Yes

(Cont.)

Table 1 (Cont.)
Intercity and Commuter Bus Routes Operating to the Boston Area

Carrier/Route	Monday–Thursday Round-Trips	Friday Round-Trips	Saturday Round-Trips	Sunday Round-Trips	National Bus Ticketing?
Boston–Rockland–Marshfield–Duxbury	2	2	None	None	Yes
Peter Pan-Providence Division					
Boston–- Providence, RI	8	8	8	8	Yes
Boston–Wareham–Bourne–Falmouth–Woods Hole	11	11	11	11	Yes
Boston–Fall River–Newport, RI	6	6	4	4	Yes
Peter Pan					
Boston–Framingham–Worcester–Springfield	8 (plus 1 Worcester trip)	8 (plus 1 Worcester trip)	7	7	Yes
Boston–Amherst (seasonal)	None	4	0	4	Yes
Peter Pan/Greyhound					
Boston–New York, NY, nonstop	10	16	16	16	Yes
Boston–Framingham–Worcester–Hartford, CT–New York, NY	14	20	14	20	Yes
World Wide Bus					
Cambridge–Newton–New York, NY	3	6	3	8	No
Yankee Line					
Boston–Concord–Acton	1	1	None	None	No

Table 2
Intercity Bus Routes in Massachusetts Not Directly Serving the Boston Area

Carrier/Route	Weekday Round-Trips	Saturday Round-Trips	Sunday Round-Trips	National Bus Ticketing?
Greyhound				
Springfield–Greenfield–White River Junction, VT	1	1	1	Yes
Megabus/DATTCO				
Burlington, VT–Amherst–New York, NY	2	2	2	No
Hyannis–New York, NY (summer only)	2	2	2	No
Peter Pan				
Springfield–Holyoke–Northampton–South Hadley–Amherst–Deerfield–Greenfield	6 to Amherst,1 to Greenfield	5 to Amherst, 1 to Greenfield	5 to Amherst,1 to Greenfield	Yes
Concord, NH–Manchester, NH–Nashua, NH–Lowell–Leominster–Worcester–Foxwoods Casino	1	1	1	Yes
Springfield–Six Flags Agawam (seasonal)	4 (summer only)			Yes
Peter Pan/Greyhound				
Springfield–Hartford, CT–New York, NY	13 (15 on Friday)	15	15	Yes
Peter Pan-Providence Division				
Hyannis–New Bedford–Fall River–Providence	6	6	6	Yes
Albany, NY–Pittsfield–Lenox–Lee–Springfield–Worcester–Providence	2	2	2	Yes
New York, NY–Sheffield–Great Barrington–Lee–Lenox–Pittsfield–Williamstown	2	2	2	Yes
Plymouth & Brockton Hyannis–Provincetown local	2 (4 in summer)	2 (4 in summer)	2 (4 in summer)	Yes

As part of this study, CTPS staff surveyed passengers between September 2011 and July 2012 on routes that operate mostly within Massachusetts, as well as the intrastate passengers of several interstate routes. The results of the surveys are included in Chapter 7. Ridership was also counted as part of the survey effort. See Table 3. Based on these CTPS counts, the total average daily ridership on these mostly intrastate routes was over 5,700.

Passengers were surveyed in only one direction, usually outbound trips from Boston, in a one-day sample; two-way ridership was estimated by doubling the observed one-way ridership. Providence, Rhode Island, was the only non-Massachusetts destination included in this analysis. It should be noted that CTPS surveyed passengers on routes to Cape Cod during the non-tourist season, and summer ridership would be higher than shown in Table 3. CTPS also did not count or survey passengers on seasonal direct service operated by Peter Pan on Sundays and Fridays between Amherst and Boston during the school year.

Table 3
Ridership and Survey Response Rates on Routes
Primarily Operating within Massachusetts

Carrier/Route	One-Way Passengers Counted	Two-Way Estimated Ridership	Surveys Returned	Response Rate
Bloom				
Boston–West Bridgewater–Raynham–Taunton	160	320	101	63.13%
C&J				
Boston–Newburyport (MA portion of Boston–Portsmouth NH service)	200	400	107	53.50%
Coach Company				
Boston–Peabody–Newburyport	159	318	94	59.12%
Boston–Topsfield–Boxford–Georgetown–Groveland–Haverhill	49	98	28	57.14%
DATTCO				
Boston–Taunton–New Bedford–Fairhaven	234	468	161	68.80%
MVRTA				
Boston–Andover–Lawrence–Methuen	96	192	66	68.75%

(Cont.)

Table 3 (Cont.)
Ridership and Survey Response Rates on Routes
Primarily Operating within Massachusetts

Carrier/Route	One-Way Passengers Counted	Two-Way Estimated Ridership	Surveys Returned	Response Rate
P&B				
Boston–Rockland–Marshfield–Kingston–Plymouth	343	686	162	47.23%
Boston–Rockland–Plymouth–Bourne–Hyannis	792	1,584	383	48.36%
Hyannis–Provincetown	two-way survey	70	39	55.71%
Peter Pan				
Boston–Bourne–Falmouth–Woods Hole	113	226	45	39.82%
Boston–Fall River–Newport	85	170	36	42.35%
Boston–Framingham–Worcester–Springfield	178	356	36	20.22%
Boston–Providence	121	242	38	31.40%
Boston–Flutie Pass–Worcester commuter service	26	52	22	84.62%
Boston–Worcester (portion of Boston–Hartford service, in-state passengers only)	48	96	11	22.92%
Hyannis–Providence	70	140	20	28.57%
Providence–Worcester–Springfield–Pittsfield–Albany	40	80	15	37.50%
Springfield–Amherst (includes one trip to Greenfield)	92	184	42	45.65%
Worcester–Concord NH (does not include Foxwoods passengers)	4	8	0	0.00%
Yankee				
Boston–Concord–Acton	18	36	10	55.56%

2.2 Changes to Regional Bus Service between 1980 and 2012

Although the private carrier regional bus network in Massachusetts remains fairly extensive, its community coverage has been substantially reduced since 1980. Several carriers have completely eliminated service, and surviving carriers have eliminated routes entirely and/or eliminated stops along the routes that remain in operation. The 1980 regional bus network and subsequent service reductions are depicted graphically in Figure 4.

2.2.1 Changes in Community Coverage

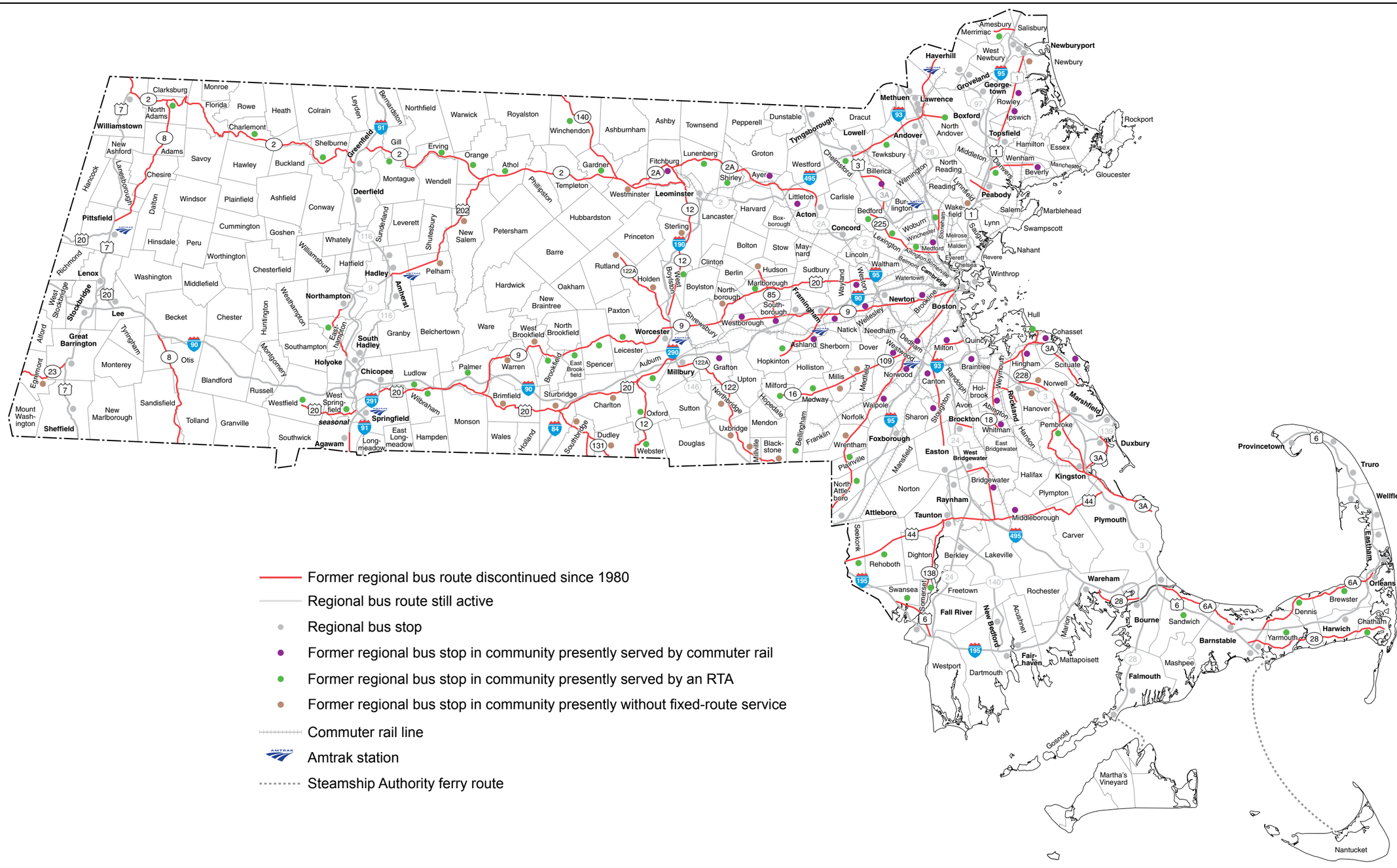
A total of 117 Massachusetts communities have lost all private carrier regional bus service since 1980. Of these 117 communities, 34 presently have MBTA commuter rail or rapid transit service—rail service to 13 of which has been initiated since 1980.

The 34 communities which lost regional bus service but presently have rail service include: Abington, Ashland, Attleboro, Ayer, Beverly, Billerica, Braintree, Bridgewater, Brookline, Canton, Cohasset, Dedham, Fitchburg, Grafton, Hingham, Ipswich, Littleton, Medford, Middleborough, Milton, Natick, Norwood, Rowley, Scituate, Shirley, Southborough, Stoughton, Walpole, Wellesley, Westborough, Weston, Westwood, Weymouth, and Whitman.

Since 1980, Brockton, Lowell, and Leominster have lost private carrier bus service to Boston, though private carrier bus service continues in these communities to other locations. Peter Pan's Concord New Hampshire–Worcester route serves Lowell and Leominster, and Bloom Bus provides limited service between Brockton and Taunton.

Of the 117 communities that lost private carrier regional bus service, 55 lack rail service but still have local fixed-route bus service provided by an RTA. These 55 communities, grouped by RTA, are:

- Berkshire Regional Transit Authority (BRTA)
  North Adams (1 community)
- Cape Cod Regional Transit Authority (CCRTA)
  Brewster, Chatham, Dennis, Sandwich, and Yarmouth (5 communities)
- Franklin Regional Transit Authority (FRTA)
  Athol, Charlemont, Erving, Montague, Orange, Oxford, Shelburne (7 communities)


Former regional bus route discontinued since 1980
Regional bus route still active
Regional bus stop
Former regional bus stop in community presently served by commuter rail
Former regional bus stop in community presently served by an RTA
Former regional bus stop in community presently without fixed-route service
Commuter rail line
Amtrak station
Steamship Authority ferry route
Williamstown
Pittsfield
Lenox
Stockbridge
Lee
Great Barrington
Sheffield
North Adams
New Ashford
Clarksburg
Monroe
Florida
Rowe
Heath
Colrain
Leyden
Bernardston
Northfield
Warwick
Royalston
Winchendon
Ashburnham
Ashby
Townsend
Pepperell
Dunstable
Tyngsborough
Dracut
Methuen
Lawrence
Haverhill
Amesbury
Merrimac
Salisbury
Newburyport
West Newbury
Newbury
Groveland
Boxford
North Andover
Andover
Lowell
Tewksbury
Billerica
Chelmsford
Wilmington
Reading
North Reading
Middleton
Topsfield
Hamilton
Essex
Rockport
Gloucester
Manchester
Wenham
Beverly
Peabody
Salem
Marblehead
Swampscott
Lynn
Nahant
Revere
Winthrop
Hull
Cohasset
Scituate
Norwell
Marshfield
Duxbury
Kingston
Plymouth
Provincetown
Truro
Wellfleet
Eastham
Orleans
Brewster
Dennis
Harwich
Chatham
Yarmouth
Barnstable
Sandwich
Bourne
Falmouth
Mashpee
Wareham
Rochester
Freetown
Swansea
Somerset
Fall River
New Bedford
Acushnet
Marion
Mattapoisett
Fair-haven
Westport
Dartmouth
Rehoboth
Seekonk
Attleboro
North Attle-boro
Norton
Taunton
Raynham
Bridgewater
West Bridgewater
East Bridgewater
Easton
Brockton
Whitman
Abington
Rockland
Hanover
Pembroke
Halifax
Plympton
Middleborough
Carver
Lakeville
Berkley
Dighton
Foxborough
Wrentham
Plainville
Norfolk
Walpole
Sharon
Stoughton
Avon
Holbrook
Randolph
Braintree
Weymouth
Hingham
Milton
Quincy
Dedham
Westwood
Canton
Norwood
Medfield
Millis
Holliston
Hopkinton
Upton
Milford
Hopedale
Mendon
Bellingham
Franklin
Millville
Blackstone
Uxbridge
Northbridge
Grafton
Auburn
Millbury
Sutton
Oxford
Webster
Douglas
Dudley
Charlton
Sturbridge
Southbridge
Holland
Brimfield
Palmer
Warren
Wilbraham
Monson
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Southampton
Granby
South Hadley
Belchertown
Ware
West Brookfield
North Brookfield
East Brookfield
Spencer
Leicester
Worcester
Shrewsbury
Westborough
Hudson
Marlborough
Northborough
Southborough
Berlin
Boylston
West Boylston
Holden
Rutland
Princeton
Sterling
Leominster
Fitchburg
Lunenberg
Ayer
Shirley
Harvard
Lancaster
Bolton
Stow
Maynard
Clinton
Lincoln
Concord
Acton
Littleton
Carlisle
Bedford
Burlington
Woburn
Wakefield
Stoneham
Melrose
Malden
Medford
Everett
Chelsea
Waltham
Belmont
Cambridge
Somerville
Arlington
Lexington
Watertown
Newton
Wellesley
Needham
Natick
Dover
Sherborn
Ashland
Framingham
Boston
Brookline
Dedham
Westwood
Weston
Wayland
Sudbury
Hadley
Amherst
Pelham
Northampton
Easthampton
Williamsburg
Westhampton
Huntington
Chesterfield
Goshen
Cummington
Windsor
Plainfield
Ashfield
Conway
Deerfield
Whately
Hatfield
Sunderland
Leverett
Shutesbury
Montague
Wendell
Gill
Greenfield
Shelburne
Buckland
Hawley
Savoy
Charlemont
Erving
Orange
Athol
New Salem
Petersham
Hubbardston
Barre
Templeton
Gardner
Westminster
Phillipston
Hardwick
Oakham
New Braintree
Paxton
Becket
Washington
Middlefield
Peru
Hinsdale
Worthington
Chester
Otis
Blandford
Russell
Montgomery
Tolland
Granville
Sandisfield
New Marlborough
Mount Wash-ington
Monterey
Tyringham
Egremont
Alford
West Stockbridge
Richmond
Hancock
Lanesborough
Dalton
Chesire
Adams
Savoy
Hawley
Buckland
Shelburne
Greenfield
Leyden
Bernardston
Northfield
Warwick
Royalston
Winchendon
Ashburnham
Ashby
Townsend
Pepperell
Dunstable
Tyngsborough
Dracut
Methuen
Lawrence
Haverhill
Amesbury
Merrimac
Salisbury
Newburyport
West Newbury
Newbury
Groveland
Boxford
North Andover
Andover
Lowell
Tewksbury
Billerica
Chelmsford
Wilmington
Reading
North Reading
Middleton
Topsfield
Hamilton
Essex
Rockport
Gloucester
Manchester
Wenham
Beverly
Peabody
Salem
Marblehead
Swampscott
Lynn
Nahant
Revere
Winthrop
Hull
Cohasset
Scituate
Norwell
Marshfield
Duxbury
Kingston
Plymouth
Provincetown
Truro
Wellfleet
Eastham
Orleans
Brewster
Dennis
Harwich
Chatham
Yarmouth
Barnstable
Sandwich
Bourne
Falmouth
Mashpee
Wareham
Rochester
Freetown
Swansea
Somerset
Fall River
New Bedford
Acushnet
Marion
Mattapoisett
Fair-haven
Westport
Dartmouth
Rehoboth
Seekonk
Attleboro
North Attle-boro
Norton
Taunton
Raynham
Bridgewater
West Bridgewater
East Bridgewater
Easton
Brockton
Whitman
Abington
Rockland
Hanover
Pembroke
Halifax
Plympton
Middleborough
Carver
Lakeville
Berkley
Dighton
Foxborough
Wrentham
Plainville
Norfolk
Walpole
Sharon
Stoughton
Avon
Holbrook
Randolph
Braintree
Weymouth
Hingham
Milton
Quincy
Dedham
Westwood
Canton
Norwood
Medfield
Millis
Holliston
Hopkinton
Upton
Milford
Hopedale
Mendon
Bellingham
Franklin
Millville
Blackstone
Uxbridge
Northbridge
Grafton
Auburn
Millbury
Sutton
Oxford
Webster
Douglas
Dudley
Charlton
Sturbridge
Southbridge
Holland
Brimfield
Palmer
Warren
Wilbraham
Monson
Wales
Hampden
East Longmeadow
Longmeadow
Agawam
Southwick
Westfield
West Springfield
Springfield
seasonal
Chicopee
Ludlow
Holyoke
Southampton
Granby
South Hadley
Belchertown
Ware
West Brookfield
North Brookfield
East Brookfield
Spencer
Leicester
Worcester
Shrewsbury
Westborough
Hudson
Marlborough
Northborough
Southborough
Berlin
Boylston
West Boylston
Holden
Rutland
Princeton
Sterling
Leominster
Fitchburg
Lunenberg
Ayer
Shirley
Harvard
Lancaster
Bolton
Stow
Maynard
Clinton
Lincoln
Concord
Acton
Littleton
Carlisle
Bedford
Burlington
Woburn
Wakefield
Stoneham
Melrose
Malden
Medford
Everett
Chelsea
Waltham
Belmont
Cambridge
Somerville
Arlington
Lexington
Watertown
Newton
Wellesley
Needham
Natick
Dover
Sherborn
Ashland
Framingham
Boston
Brookline
Dedham
Westwood
Weston
Wayland
Sudbury
Hadley
Amherst
Pelham
Northampton
Easthampton
Williamsburg
Westhampton
Huntington
Chesterfield
Goshen
Cummington
Windsor
Plainfield
Ashfield
Conway
Deerfield
Whately
Hatfield
Sunderland
Leverett
Shutesbury
Montague
Wendell
Gill
Greenfield
Shelburne
Buckland
Hawley
Savoy
Charlemont
Erving
Orange
Athol
New Salem
Petersham
Hubbardston
Barre
Templeton
Gardner
Westminster
Phillipston
Hardwick
Oakham
New Braintree
Paxton
Becket
Washington
Middlefield
Peru
Hinsdale
Worthington
Chester
Otis
Blandford
Russell
Montgomery
Tolland
Granville
Sandisfield
New Marlborough
Mount Wash-ington
Monterey
Tyringham
Egremont
Alford
West Stockbridge
Richmond
Hancock
Lanesborough
Dalton
Chesire
Adams
North Adams
New Ashford
Clarksburg
Monroe
Florida
Rowe
Heath
Colrain

- Greater Attleboro–Taunton Regional Transit Authority (GATRA)
  Bellingham, Dighton, Foxborough, Medway, North Attleboro, Pembroke, Plainville, Rehoboth, Seekonk (9 communities)
- Lowell Regional Transit Authority (LRTA)
  Chelmsford, Tewksbury (2 communities)
- Montachusett Regional Transit Authority (MART)
  Gardner, Lunenburg, Winchendon (3 communities)
- Massachusetts Bay Transportation Authority (MBTA)
  Arlington, Bedford, Danvers, Hull, Lexington, Stoneham (6 communities)
- Merrimack Valley Regional Transit Authority (MVRTA)
  Amesbury, North Andover (2 communities)
  In addition, MVRTA directly operates regional bus service from Methuen, Lawrence, and Andover to Boston which replaced a former private carrier service.
- MetroWest Regional Transit Authority (MWRTA)
  Hopkinton, Marlborough, Milford, Wayland (4 communities)
  Milford has limited MWRTA service, although the community is not a member of MWRTA.
- Pioneer Valley Regional Transit Authority (PVTA)
  Easthampton, Ludlow, Palmer, Westfield, Wilbraham (5 communities)
- Southeastern Regional Transit Authority (SRTA)
  Somerset, Swansea (2 communities)
- Worcester Regional Transit Authority (WRTA)
  Auburn, Brookfield, East Brookfield, Leicester, Oxford, Shrewsbury, Spencer, Webster, West Boylston (9communities)

Another 28 of the 117 communities that lost private carrier regional bus service since 1980 have been left without any fixed-route service, either rail or local RTA bus service: Blackstone, Brimfield, Charlton, Dudley, Egremont, Hanover, Holden, Hudson, Lynnfield, Medfield, Millis, Millville, New Salem, Newbury, Northborough, Northbridge, Norwell, Pelham, Rutland, Southbridge, Sterling, Sturbridge, Sudbury, Uxbridge, Warren, West Brookfield, Westminster, and Wrentham. Of these 28 communities, 22 are members of an RTA and presently receive at least some demand-response service for the elderly and disabled. WRTA plans to introduce new fixed-route service to Charlton and Southbridge in 2013. However, Blackstone, Hudson, Millville, and Uxbridge are presently not members of any transit authority, and both Norwell and Northbridge are within the MBTA district but do not receive any type of service from the MBTA.

2.2.2 Changes in Levels of Service

Table 4 shows the changes in Massachusetts regional bus service between 1980 and 2011 in weekday round-trips by route, including routes which are no longer operated. These comparisons are based upon off-season frequencies, and seasonal (peak) service would be higher than shown in Table 4 for both 1980 and 2011.

By far the greatest expansion of regional bus service in Massachusetts since 1980 has been between Boston and New York City. The number of trips operated has more than tripled since 1980, and the number of carriers serving the route has increased from two, Greyhound and Trailways, to a current roster of eight carriers. With the demise of the Trailways franchise, Peter Pan extended its service to New York City and later entered into an operating agreement with Greyhound to jointly operate service between Boston and New York and between Boston and Hartford. In addition, six new private bus carriers have initiated service between Boston and New York City, including Fung Wah and Lucky Star (service began by 1999), Limoliner (2003), Bolt and Megabus (2008), and World Wide Bus (2010). A ninth carrier, Boston Deluxe, briefly operated prior to discontinuing service in the spring of 2012. It should be noted that Bolt Bus is a joint operation of Greyhound and Peter Pan, although it is marketed to the public as a fully independent operation.

There has also been considerable expansion of service between Boston and southern New Hampshire since 1980. The number of daily round-trips serving New Hampshire locations from Boston has expanded from 52 in 1980 to 92 in 2012. Most of this expansion can be attributed to C&J Bus and Concord Coach with its affiliated carriers Dartmouth Coach and Boston Express. Greyhound Lines and its former subsidiary Vermont Transit have, however, reduced service to New Hampshire over the last 30 years.

The State of New Hampshire has provided capital support in the form of bus purchases on behalf of New Hampshire–based operators. The State has also funded the construction of park-and-ride lots and bus stations. There was minimal parking available at New Hampshire locations in 1980, and the expansion of commuter parking reflects the importance of the expanding Boston commuting region to private regional bus carriers.

The most recent expansion of regional service in Massachusetts is the growth of the Megabus network. Megabus is owned by Coach USA, which itself is owned by British bus operator Stagecoach. In New England, however, portions of the Megabus-branded service are operated jointly with DATTCO as an affiliate of Megabus. The initial Megabus entry into Massachusetts was Boston–New York City service, which began in 2008. Since 2010, Megabus has added the following routes:

- Boston–Burlington, Vermont
- Boston–Hartford and New Haven, Connecticut
- Boston–Philadelphia, Pennsylvania, and Washington, D.C.

- Hyannis–New York City
- Burlington, Vermont–New York City via Amherst, Massachusetts.

Table 4
Corridor Comparison of Massachusetts Regional Bus Routes 1980 to 2011
(listed in decreasing order by change in trips)

Route	1980 Weekday Round-Trips	2011 Weekday Round-Trips	Change in Trips
Boston–New York, NY	26.5	87.0	60.5
Boston–Newburyport (includes New	4.0	30.0	26.0
Boston–Salem, NH	3.0	19.0	16.0
Boston–Portsmouth, NH	14.0	24.0	10.0
Boston–Nashua, NH	4.0	12.0	8.0
Boston–Concord, NH	4.0	11.0	7.0
Boston–Londonderry, NH	1.0	7.0	6.0
Boston– New York, NY, via RI/CT local	0	4.0	4.0
Boston–Philadelphia, PA, direct express	0	4.0	4.0
Boston–Portland, ME	14.0	17.0	3.0
Boston–Taunton	10.0	13.0	3.0
Boston–Hanover, NH	9.0	11.0	2.0
Boston–New Bedford	9.0	11.0	2.0
Boston–Washington, DC, direct express	0	2.0	2.0
Boston–Acton	1.0	1.0	0
Hyannis–Provincetown	2.0	2.0	0
Worcester–Concord, NH	1.0	1.0	0
Boston–Albany, NY	4.0	3.0	-1.0
Boston–Falmouth/Woods Hole	12.0	11.0	-1.0
Pittsfield–New York, NY	3.0	2.0	-1.0

(Cont.)

Table 4 (Cont.)
Corridor Comparison of Massachusetts Regional Bus Routes 1980 to 2011
(listed in decreasing order by change in trips)

Route	1980 Weekday Round-Trips	2011 Weekday Round-Trips	Change in Trips
Boston–Hingham	1.0	0	-1.0
Gardner–Fitchburg	1.0	0	-1.0
Springfield–Haverhill	1.0	0	-1.0
Worcester–Springfield local	**1.0**	**0**	**-1.0**
Boston–Hyannis	23.0	21.5	-1.5
Springfield–Providence, RI	4.0	2.5	-1.5
Boston–Canton	2.0	0	-2.0
Boston–Weymouth	2.0	0	-2.0
Taunton–Fall River	2.0	0	-2.0
Boston–Fall River/Newport	9.0	6.0	-3.0
Boston–Marlborough	3.0	0	-3.0
Boston–Rutland, VT, via NH	3.0	0	-3.0
Boston–Springvale ME, via NH	3.0	0	-3.0
Boston–Whitman	3.0	0	-3.0
Haverhill–Worcester	3.0	0	-3.0
Lowell–Lawrence	3.0	0	-3.0
Providence RI–Worcester local	3.0	0	-3.0
Worcester–Rutland	3.0	0	-3.0
Springfield–New York, NY	20.0	16.0	-4.0
Boston–Peabody	4.0	0	-4.0
Boston–Rockland	4.0	0	-4.0
Boston–Williamstown	4.0	0	-4.0
Hyannis–Chatham	4.0	0	-4.0

(Cont.)

Table 4 (Cont.)
Corridor Comparison of Massachusetts Regional Bus Routes 1980 to 2011
(listed in decreasing order by change in trips)

Route	1980 Weekday Round-Trips	2011 Weekday Round-Trips	Change in Trips
Springfield–Albany NY	7.0	2.5	-4.5
Boston–Concord, NH–Burlington, VT–Montreal, QC	9.0	4.0	-5.0
Boston–Haverhill	7.0	2.0	-5.0
Boston–Marshfield	7.0	2.0	-5.0
Boston–Brockton	5.0	0	-5.0
Worcester–Southbridge	5.0	0	-5.0
Cape Cod–Providence, RI	12.0	6	-6
Boston–Easton	6.0	0	-6
Boston–Lexington	6.0	0	-6.0
Boston–Middleboro	6.0	0	-6.0
Springfield–Palmer local	6.0	0	-6.0
Springfield–White River Junction, VT	8.0	1.0	-7.0
Boston–Providence, RI, local	7.0	0	-7.0
Boston–Worcester	19.0	11.0	-8.0
Boston–Fitchburg	8.0	0	-8.0
Boston–Milford	8.0	0	-8.0
Boston–Hartford	23.0	14.0	-9.0
Boston–Lowell	9.0	0	-9.0
Providence–Taunton	9.0	0	-9.0
Boston–Springfield	18.0	8.0	-10.0
Boston–Framingham express	12.0	1.0	-11.0
Springfield–Agawam	15.0	4.0	-11.0
Springfield–Amherst	17.0	6.0	-11.0

(Cont.)

Table 4 (Cont.)
Corridor Comparison of Massachusetts Regional Bus Routes 1980 to 2011
(listed in decreasing order by change in trips)

Route	1980 Weekday Round-Trips	2011 Weekday Round-Trips	Change in Trips
Boston–Stoneham	11.0	0	-11.0
Springfield–Bradley Airport, CT	15.0	0	-15.0
Boston–Framingham local	18.0	0	-18.0
Boston–Lawrence	23.0	4.0	-19.0
Boston–Plymouth	25.0	6.0	-19.0
Boston–Worcester local	19.0	0	-19.0
Boston–Scituate	22.0	0	-22.0
Boston–Providence, RI	36.0	12.0	-24.0
Albany NY–Winstead, CT	weekend only	0	
Springfield–New London, CT	weekend only	0	
Springfield–Woods Hole	weekend only	0	

While bus service between Massachusetts and New York and New Hampshire has increased over the last 30 years, round-trips serving locations exclusively in Massachusetts has declined. Commuter routes and short-distance regional routes which have been completely discontinued since 1980 include service between Boston and:

- Canton via Milton
- Hingham, Weymouth, Rockland, Abington, and Whitman
- Northborough via Marlborough, Sudbury, Wayland, and Weston
- Hudson via Marlborough and Southborough
- Fitchburg via Shirley and Ayer
- Williamstown via Charlemont, Greenfield, Orange, Athol, Gardner, and Fitchburg
- Brockton

- Easton via Stoughton
- Bedford via Lexington, Arlington, and Medford
- Middleborough via Bridgewater
- Providence local via Route 1 including stops in Dedham, Westwood, Norwood, Walpole, Wrentham, Plainville, and North Attenborough
- Milford via Route 109 including stops in Medway, Millis, Medfield, Dover, and Westwood
- Lowell via Chelmsford, Tewksbury, and Billerica
- Stoneham via Medford
- Worcester via Route 9 local including stops in Brookline, Newton, Wellesley, Natick, Framingham, Southborough, Westborough, and Shrewsbury
- Scituate via Cohasset and Hingham

2.2.3 Characteristics of Reduced or Discontinued Services

Some of the most significant reductions in scheduled trips on routes operating within Massachusetts have occurred in those corridors which have seen an expansion or reintroduction of rail service since 1980. Commuter bus service has been eliminated on routes to Abington, Ayer, Billerica, Brockton, Bridgewater, Cohasset, Dedham, Fitchburg, Hingham, Lowell, Middleborough, Natick, Norwood, Rockland, Scituate, Shirley, Stoughton, Southborough, Walpole, Wellesley, Westborough, Westwood, Weymouth, and Whitman.

Regional commuter bus service to Boston that operated mostly over non-interstate highways and local roadways or served communities without dedicated parking facilities has also been vulnerable to reductions even when not in direct competition with an expanding commuter rail network. Discontinued service over such routes includes:

- Northborough–Boston via Route 20
- Milford–Boston via Route 109 west of I-95/ Route 128
- Williamstown–Fitchburg–Boston via Route 2

Since 1980, long-distance regional bus service between Boston and New Hampshire and Maine has increased overall; however, long-distance service between Boston and Rutland, Vermont, via Keene, New Hampshire, and between Boston and Springvale, Maine, has been discontinued. These services share some characteristics with discontinued regional commuter routes in that they were operated over local roadways rather than interstate highways over much of their routes outside of Massachusetts.

A number of routes not operating directly to Boston have also lost all service since 1980. Private carrier regional routes not serving Boston and operating within Massachusetts or short distances into neighboring states that have been discontinued since 1980 include:

- Gardner–Fitchburg
- Hyannis–Chatham
- Lowell–Lawrence
- Taunton–Fall River
- Taunton–Providence, Rhode Island
- Springfield–Bradley Airport, Connecticut
- Springfield–Haverhill
- Springfield–Palmer local
- Worcester–Haverhill
- Worcester–Providence, Rhode Island local
- Worcester–Rutland
- Worcester–Southbridge
- Worcester–Springfield local

It is notable that five of the discontinued non-Boston routes listed served Worcester. In the cases of four of these 13 non-Boston routes, after the private carrier discontinued service, the local RTA initiated service on the route: Gardner–Fitchburg, Hyannis–Chatham, Lowell–Lawrence, and Providence–Taunton (no longer operating). Section 2.3 presents more information on RTA responses to reductions in private carrier regional service.

The elimination of most routes that did not operate primarily on limited-access highways has meant a loss of service for many communities. These communities can only be reached by local roads and do not generate enough ridership to make it profitable to either operate a separate route exclusively via local roads or divert a service from a limited-access highway onto connecting local roads to reach a stop at a town center.

While bus service remains between Worcester and Springfield as part of the regional Boston–Springfield route operated by Peter Pan, service has been discontinued at all local stops between the two cities, resulting in the elimination of private carrier bus service to Auburn, Brimfield, Brookfield, Charlton, East Brookfield, Leicester, Ludlow, Palmer, Southbridge, Sturbridge, Spencer, Wilbraham, and West Brookfield. PVTA local bus service to Springfield is available in Ludlow, Wilbraham, and Palmer, and WRTA service to Worcester is available in Auburn, Brookfield, East Brookfield, Leicester, and Spencer. WRTA will introduce new fixed-route service from Auburn to Charlton and Southbridge in 2013. There is, however, no fixed-route bus service of any type in Brimfield or Sturbridge.

Not all services operating within Massachusetts have seen reductions since 1980. Several intrastate routes serving Boston have retained similar numbers of trips over the 30-year period. Scheduled service between Boston and Hyannis has remained strong, while services between Boston and New Bedford and Taunton have improved when compared with 1980, but are slightly lower than the service levels that were reached in the 1990s.

The Commonwealth for many years provided operating subsidies to Boston commuter bus carriers through the Inter-district subsidy program. The program was overseen by the MBTA between 1987 and 2009. These subsidies were level-funded for many years before being completely eliminated in 2009.

2.3 Changes in RTA Service in Response to Changes in Regional Bus Service

Some of the regional bus services that were discontinued by private carriers have been replaced by new or expanded local RTA services.

- GATRA took over service between Taunton and Providence, Rhode Island, from Brander Bus, but the GATRA service was discontinued in May 2008 because of low ridership. There is presently no direct service between Taunton and Providence.
- After several years without service along Route 2 between Gardner and Greenfield, MART and FRTA jointly introduced new service. MART operates between Gardner and Orange while FRTA operates between Athol and Greenfield. The two services overlap between Athol and Orange. FRTA also operates service between Greenfield and Charlemont along Route 2 to the west of Greenfield. This FRTA service west of Greenfield was already in place prior to the discontinuance of the longer-route private carrier regional service.
- MWRTA reintroduced local service along Route 9 in Natick and Framingham in 2009. This new route between Woodland Station on the MBTA Green Line and Framingham restored service on a segment that had lost regional bus service in 2006.
- MVRTA and LRTA jointly introduced service between Lowell and Lawrence after Trombly Bus Lines discontinued its local service connecting the communities in 1980. MVRTA later took over full operating responsibility for this service.
- WRTA introduced service to Webster and Oxford from Worcester after a private carrier had discontinued service on a longer route between Worcester and Southbridge.

- Although not a direct reaction to the elimination of private carrier service, GATRA has established shuttles connecting to commuter rail stations in two communities, Pembroke and Medway, both of which at one time had direct commuter bus service to Boston. GATRA has also established local service in Plymouth, Kingston, Duxbury, and Marshfield along segments where commuter bus service to Boston has either been eliminated or greatly reduced. The GATRA service provides some connection to commuter rail service in Kingston and Plymouth and to the remaining P&B bus service in Marshfield and Plymouth.
- The MBTA established local bus service between Malden and Stoneham after Hudson Bus Lines discontinued its Boston–Stoneham service in 1992. Discontinued Hudson Bus Lines service between Boston and Lexington was not replaced; there was already MBTA service in the communities served by the discontinued route.

2.4 Changes to the Passenger Rail Network in Massachusetts between 1980 and 2012

While the coverage of the regional intercity and commuter bus network in Massachusetts has shrunk since 1980, the passenger rail network has expanded significantly. Major milestones in commuter rail service expansion include:

- In late 1979, service was extended beyond Reading to Andover, Lawrence, and Haverhill. Service to these communities had been greatly reduced in 1965 and eliminated in 1976.
- In 1980, service was extended beyond South Acton to Littleton, Ayer, Shirley, Leominster, and Fitchburg. Service to Fitchburg had last operated in 1965.
- In 1988, service was restored to Providence, Rhode Island, after having been cut back to Attleboro in 1981. Amtrak intercity service was the only rail service between Boston and Providence during this period.
- In 1988, the Franklin commuter rail line was extended a short distance to a new station at Forge Park, still within Franklin. The new station is convenient to I-495 and has a large park-and-ride lot.
- In 1994, service was extended beyond Framingham to Worcester. Commuter rail service to Worcester had been discontinued in 1975.
- In 1997, a major expansion of the commuter rail network took place with the restoration of two branches of Old Colony service, last operated in 1959. One of these branches, the Plymouth/Kingston Line, also serves Braintree, Weymouth, Abington, Whitman, Hanson, and Halifax. The

other branch, the Middleborough /Lakeville Line, also serves Braintree, Holbrook, Randolph, Brockton, and Bridgewater.

- In 1998, service was extended beyond Ipswich to Newburyport and Rowley. Service to Newburyport had last operated in 1976.
- Between 2000 and 2002, intermediate stations were opened on the Worcester commuter rail line in Ashland, Grafton, Southborough, and Westborough. The new station locations had large park-and-ride lots, which the old stations, closed in 1960, had lacked.
- In 2007, the third Old Colony branch, the Greenbush Line, opened. This line serves Braintree, Weymouth, Hingham, Cohasset, and Scituate.
- In 2010 and 2012, service on the Providence Line was extended further into Rhode Island with the opening of T. F. Green Airport and Wickford Junction stations.

Some service retrenchment has taken place in the MBTA commuter rail network since 1980.

- A trial extension of service beyond Lowell to Concord, New Hampshire, with stops in Nashua, Merrimack, and Manchester was operated between January 1980 and March 1981. Rail service beyond Lowell to New Hampshire had last been operated in 1967.
- The short Woburn branch serving two stops in Woburn was abandoned in 1981. The MBTA subsequently expanded express bus service to Woburn, opened the Mishawum stop in Woburn on the Lowell Line in 1984, and constructed the massive Anderson Regional Transportation Center, also in Woburn, in 2001.
- The service restored to Fitchburg in 1980 initially extended to Gardner but was cut back to Fitchburg in 1986.

In addition to network expansion, there has been an increase in the total number of trains operated on each commuter rail line. Table 5 summarizes changes in weekday round-trips by line between 1980 and 2011. The largest increases in scheduled trains along already-existing MBTA commuter rail routes were seen on the Framingham/Worcester Line and on the Stoughton branch of the Providence Line.

Table 5
Round-Trips per Day on the Commuter Rail Network by Line

Commuter Rail Line	1980 Daily Round-Trips	2011 Daily Round-Trips
Rockport	12	13
Ipswich (extended to Newburyport (after 1998)	13	19
Reading/Haverhill	23	24
Lowell	18	26
Woburn	21	0
South Acton/Fitchburg	11	17
Framingham (extended to Worcester (after 1994)	5	21
Needham	Line under reconstruction	16
Franklin	8	19
Attleboro/Providence	15	17
Stoughton	6	19
Readville (initiated 1987)	n/a	14
Kingston/Plymouth (opened 1998)	n/a	12
Middleborough (opened 1998)	n/a	12
Greenbush (opened 2007)	n/a	12
Total	132	241

Source: MBTA public timetables

Amtrak service in Massachusetts has also expanded in the same time period.

- In 2000, Amtrak completed the electrification of the Northeast Corridor between Boston and New Haven and introduced faster service along the Boston–New York City section of the corridor.

- In 2001, Downeaster service was initiated between Boston and Portland, Maine, with seven intermediate stops. Passenger rail service between these cities had last operated in 1965.

There have, however, been some contractions in the Amtrak network in Massachusetts since 1980.

- "Inland Route" service operating between Boston and New York via Worcester, Springfield, and Hartford was discontinued in 2004.
- Seasonal service that operated between New York City and Cape Cod was initiated in 1986 but was discontinued in 1996.
- Amtrak's Montrealer service between Washington and Montreal, making stops in Massachusetts in Springfield, Northampton, and Greenfield, was suspended in 1987. Service to Montreal was restored in 1989 over an alternate route via Amherst, and in 1995 the train was re-branded as "The Vermonter," as service into Canada was eliminated. The Knowledge Corridor project, presently under construction, will return this service to its original route through Greenfield and Northampton.

Most Amtrak ridership (measured as the sum of boardings and alightings) within the state takes place in Boston. Recent Amtrak ridership is presented in Table 6 and shows that 2,089,058 (79%) of the 2,646,461 boardings and alightings in Massachusetts in 2009 took place at South, North, and Back Bay stations in Boston. The busiest stop outside of Boston was Route 128 Station in Westwood, serving 366,649 passengers. Springfield is the only other community in Massachusetts served by Amtrak with annual ridership greater than 100,000.

All of the communities served by Amtrak in Massachusetts are also served by either regional bus service or the MBTA's commuter rail service. Amtrak stations at Boston (South Station), Pittsfield, and Worcester are shared with or immediately adjacent to the regional bus station. The Amtrak station in Springfield is a short distance away from the regional bus station.

Table 6
2009 Amtrak Station
Annual Boardings and Alightings in Massachusetts

Station	Annual Ridership
Amherst	13,581
Boston–Back Bay	398,240
Boston–North Station	403,203
Boston–South Station	1,287,615
Framingham	1,778
Haverhill	36,159
Pittsfield	6,700
Route 128	366,649
Springfield	111,215
Woburn	14,620
Worcester	6,701
Total Boardings & Alightings	2,646,461

Source: Amtrak.com

2.5 Communities with Both Regional Bus and Commuter Rail Service to Boston

Many communities through the 1970s and 1980s had both regional bus and commuter rail service to Boston, but regional bus operations in a number of these communities have since been discontinued. There remain 10 cities and towns in Massachusetts, however, where the two modes continue to operate, serving Boston. Half of these communities are at the ends of the commuter rail line, reflecting in some instances regional commuting patterns and in one instance bus company storage locations. The 10 communities are:

- Newburyport: Newburyport Line rail service

  Newburyport is served by two regional bus carriers: the Coach Company and C&J Bus. The Coach Company operates exclusively during the peak periods, offering six inbound trips each weekday morning and six outbound trips weekday afternoons. All 12 of these trips serve the park-and-ride lot near I-95, and two of the morning and three of the afternoon

trips also serve downtown Newburyport and Newburyport High School. In Boston, the Coach Company stops on Congress Street near Haymarket Square and on Arlington Street in the Back Bay.

C&J Bus offers an extensive daily schedule with 30 round-trips on weekdays and 21 on weekends. The stop at Newburyport is near the midpoint of the service C&J runs between Dover, New Hampshire, and Boston. C&J serves the park-and-ride lot in Newburyport and, in Boston, the intercity bus terminal at South Station and Logan Airport.

- Kingston and Plymouth: Plymouth/Kingston Line rail service

  Plymouth and Brockton offers service in both Kingston and Plymouth. The Kingston service is peak period only, with six inbound trips in the morning and seven outbound trips in the evening. The Kingston stop is at the Kingsbury Plaza shopping mall.

  All Plymouth service is provided at the park-and-ride lot off Route 3. Trips to Boston via Kingston begin at this location. At other times, Plymouth is served by a stop near the midpoint of the regular Boston–Hyannis service.

- Worcester: Worcester Line rail service

  Most trips between Boston and Worcester are outside of commuting hours. Peter Pan operates only one inbound peak-period trip to Boston weekday mornings and one outbound peak-period trip weekday afternoons. Except for the one rush hour round-trip, Boston–Worcester service offered by Peter Pan and Greyhound represents easterly segments of longer-distance services between Boston and Springfield, Hartford, or Albany. The Worcester intercity bus station is located at Union Station, which is also served by commuter rail and Amtrak.

- Haverhill: Haverhill Line rail service

  The Coach Company serves Haverhill with two morning inbound trips to Boston and two afternoon trips from Boston. Passenger surveys indicate, however, that most Coach Company patrons board at stops south of Haverhill. Service to Haverhill is facilitated by the bus garage location in nearby Plaistow, New Hampshire.

- Framingham: Worcester Line rail service

  Peter Pan serves the Shoppers World mall in Framingham. There are two inbound trips during the morning peak and one outbound trip during the afternoon peak, which stop at the Flutie Pass commuter lot. Other trips between Boston and Framingham are outside of commuting hours. Except for the three peak-period trips, Boston–Framingham service

offered by Peter Pan represents the east-most segments of longer-distance services between Boston and Springfield, Hartford, or New York City.

- Andover and Lawrence: Haverhill Line rail service

  The Merrimack Valley RTA operates four inbound trips weekday mornings and four outbound trips weekday afternoons during peak commute hours. The service includes a stop at the McGovern Transportation Center in Lawrence, which is also the location of the Lawrence commuter rail station.

- Acton and Concord: Fitchburg Line rail service

  Yankee Line operates a very limited schedule between Acton and Concord and Copley Square in Boston. There is one inbound trip to Boston weekday mornings, and one outbound trip weekday afternoons. The commuter lot used by Yankee in Concord is also used by commuter rail passengers.

Of the Massachusetts locations served by both regional bus and commuter rail, Newburyport has the greatest number of scheduled regional bus round-trips, followed by Kingston and Plymouth. The characteristics of the strong Newburyport and Plymouth/Kingston service corridors are similar:

- Large parking facilities are available for bus passengers.
- Stops in Newburyport and Plymouth are intermediate stops of longer routes (from Portsmouth, New Hampshire, and Hyannis) serving more distant areas not served by commuter rail. The viability of the service is not dependent entirely on demand from the stops in commuter rail territory.
- Bus service is operated all day, not just during peak periods.
- The buses operate via limited-access highways and make few if any stops between the origin and Boston.
- Service is also provided to Logan Airport, with off-peak buses stopping both in Boston and the airport, while separate trips are operated to Boston and Logan during the peak commuting times.

In both cases, buses also distribute riders to downtown or Back Bay locations that require a transfer to rapid transit for commuter rail riders to reach. During the peak commuting time periods, Coach Company buses operate from Newburyport direct to Back Bay, C&J buses operate from Newburyport direct to the financial district and South Station, and P&B buses operate from Plymouth direct to Park Square.

Worcester and Providence, Rhode Island are the second- and third-largest cities in New England. While Providence is not in the study area, it is an important origin for commuters. Peter Pan and Greyhound both operate express bus service between Providence and Boston, a corridor that is also well served by commuter rail and Amtrak. In Worcester, although the number of weekday commuters to Boston is small, there is a reasonable amount of off-peak regional bus ridership, particularly at times when commuter rail departures are infrequent.

Yankee Line service from Acton and Concord to Boston and MVRTA service from Andover and Lawrence to Boston have been able to generate sufficient ridership to support peak-period commuter service with a small number of trips. MVRTA Boston commuter service has actually increased the number of round-trips operated, and operates more service than the predecessor private operation, because of growing demand. CTPS surveys show that the low fares of the MVRTA service are a significant reason why it is the preferred mode by some riders.

In recent years, longer-distance, interstate regional service has been able to thrive in corridors that also have Amtrak intercity rail service. Bus ridership between Boston and New York City, as is reflected by the large amount of service provided by multiple competing carriers, has grown dramatically, even as Amtrak has increased the speed and frequency of service in this corridor since the completion of electrification.

Bus service between Boston and Portland, Maine, has been strong even since Amtrak Downeaster rail service was introduced. New Hampshire carriers Concord Coach and C&J Bus both offer through-ticketing with Amtrak as part of Amtrak's "Thruway" bus connection program.

It should also be noted that there are a few communities that have both commuter rail service and regional bus service on routes that do not operate to Boston. Lowell and Leominster are both served by Peter Pan's Worcester–Concord, New Hampshire, route, though these cities lack regional bus service to Boston. Bloom Bus serves the Westgate Mall in Brockton with one morning inbound trip and one afternoon outbound trip along its Boston–Taunton route. The stop in Brockton is intended to provide access to the Westgate Mall for employees or customers traveling from Taunton and is not scheduled for Boston commuting.

2.6 Interaction between Regional Private Carriers and Regional Transit Authorities: Services and Facilities

All Massachusetts communities presently served by private regional bus are also members of an RTA. Regional carriers and RTAs share facilities in most

urban areas where they both provide service. In Greenfield, Holyoke, Hyannis, Lowell, New Bedford, Pittsfield, and Taunton, regional carriers utilize RTA intermodal facilities as their terminals. The regional carriers contributed to the construction of the Holyoke and Taunton intermodal centers.

RTAs and regional carriers are combining terminals in three major Massachusetts cities. In Fall River, the RTA and the regional bus carrier are jointly utilizing a temporary facility while a new intermodal center is built. At Union Station in Worcester, bus facilities are being expanded to allow RTA buses to join the regional bus, commuter rail, and Amtrak service now serving that location. In Springfield, the RTA presently uses the intercity bus terminal, while both RTA and regional service will ultimately relocate a short distance to a new facility at the railroad station. This station is currently used by Amtrak, and it will be a central location within the emerging Knowledge Corridor.

Development of intermodal terminals by RTAs represents material support for regional bus carriers. Massachusetts RTAs have also purchased buses to lease to regional carriers operating in their service areas, sometimes utilizing some of their FTA capital assistance as part of the finance package.

Figure 5 shows the municipalities in Massachusetts with fixed-route bus service provided by the 15 local RTAs and the MBTA. All RTA districts are also served by regional bus routes except for three: Cape Ann Transportation Authority (CATA), Nantucket Regional Transportation Authority (NRTA), and Martha's Vineyard Transit Authority (VTA). CATA structures its service to some extent around the two commuter rail lines in its service area. NRTA and VTA understandably center their service on their respective ferry terminals.

2.6.1 Regional Bus Services Operating in Each Regional Transit Authority District and Connecting Local Services

This section describes the private carrier[1] regional bus services that operate in the member communities of each of the RTAs. For each RTA, a table provides a summary of the services by community and is followed by additional information about the services, including any connections with local bus service. The RTAs are presented in alphabetical order by agency abbreviation.

[1] One RTA, the MVRTA, operates regional bus service itself.

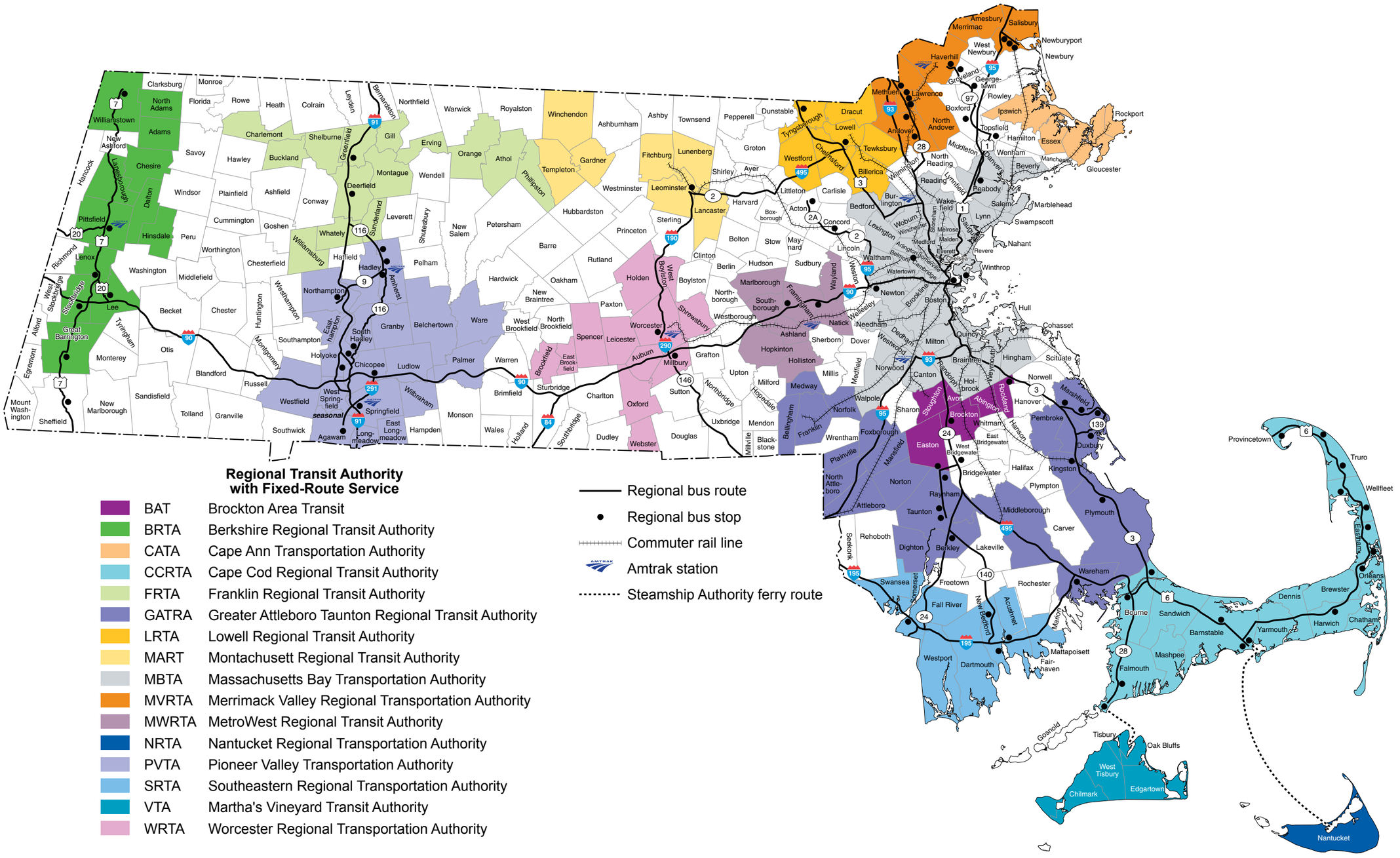


Figure 5
Massachusetts Regional Bus Routes and Regional Transit Authorities with Fixed-Route Bus Service

CTPS

Massachusetts Regional Bus Study

Brockton Area Transit (BAT)

As shown in Table 7, two carriers provide service to communities that are members of Brockton Area Transit (BAT): Plymouth & Brockton (P&B) and Bloom Bus Lines. P&B offers regular daily service at the MassDOT park-and-ride lot at Exit 14 off Route 3 in Rockland. Frequent daily trips between Cape Cod and Plymouth and the intercity bus terminal at South Station and Logan Airport stop at this location. This service is supplemented on weekdays with peak-period service that also stops in the Back Bay. BAT has supported P&B in the past with bus purchases, and two BAT-owned buses built in 1989 are still operating.

Table 7
Regional Bus Service in the
Brockton Area Transit (BAT) District

City/Town	Stop Address	Carrier	Weekday Round-Trips at Stop	Facility
Brockton	Westgate Mall	Bloom	1.0	Bus stop
Easton	Routes 138 & 106	Bloom	13.0	Flag stop
Rockland	Route 228 @ Route 3	P&B	24.5	MassDOT Park-and-Ride
West Bridgewater	Routes 106 & 24	Bloom	13.0	MassDOT Park-and-Ride

Bloom Bus Lines serves three BAT-district member communities with its service between Taunton and Boston: West Bridgewater, Easton, and Brockton. Bloom serves West Bridgewater at a MassDOT park-and-ride lot; BAT provides only demand-responsive service in West Bridgewater, so this is the only fixed-route service there. The Bloom stop in Easton is a roadside flag stop without available parking. Analysis of passenger surveys by CTPS indicates very little use of the Easton stop. The Easton and West Bridgewater stops are served by all trips on the route, which operates seven days a week between Taunton and stops at Lincoln Street and Park Square in Boston.

The Bloom stop at Westgate Mall in Brockton is on the same Boston–Taunton route but is only served by one trip from Taunton in the morning and a return trip in the evening. The trips are scheduled to provide service to workers or shoppers traveling from Taunton to Westgate Mall and are not scheduled for Boston commuting.

Westgate Mall is also served by a local BAT route from downtown Brockton and is the only location where a local BAT bus route makes connections to a

private carrier service. BAT introduced local service in Rockland in 2010, but their route does not serve the park-and-ride lot where P&B stops.

Berkshire Regional Transit Authority (BRTA)

As shown in Table 8, Peter Pan is the only private bus carrier serving Berkshire Regional Transit Authority (BRTA) member communities. Peter Pan's Providence–Springfield–Albany and New York–Williamstown routes both stop in Lee, Lenox, and Pittsfield. Both routes operate two round-trips per day, and connections can be made between the two routes in Pittsfield. The Pittsfield stop is located at the BRTA intermodal center, served by BRTA's local Pittsfield routes as well as Amtrak. The Williamstown stop is located at the Williamstown Inn. Sheffield, Great Barrington, Stockbridge, Lee, and Lenox have roadside bus stops.

Table 8
Regional Bus Service in the
Berkshire Regional Transit Authority (BRTA) District

City/Town	Stop Address	Carrier	Weekday Round-Trips at Stop	Facility
Great Barrington	362 Main St.	Peter Pan	2	Bus stop
Lee	241 Main St.	Peter Pan	4	Bus stop
Lenox	5 Walker St.	Peter Pan	4	Bus stop with ticket agency
Pittsfield	1 Columbus Ave.	Peter Pan	4	RTA intermodal, includes Amtrak
Sheffield	Route 7	Peter Pan	2	Bus stop
Stockbridge	Main St.	Peter Pan	2	Bus stop with ticket agency
Williamstown	Williamstown Inn, Main St.	Peter Pan	2	Bus stop with ticket agency

Both Peter Pan and BRTA serve the Great Barrington, Lee, Pittsfield, and Williamstown corridor. BRTA's service in this corridor is a series of shorter, local routes, compared to Peter Pan's limited-stop, regional service. Peter Pan service from Great Barrington to Pittsfield costs $17 and takes 40 minutes, whereas BRTA service costs $5, takes two hours, and requires a transfer.

The Green Mountain Community Network, a nonprofit rural transit provider in Vermont, operates fixed-route service from Bennington, Vermont, to Williamstown, where connections can be made to Peter Pan or BRTA.

Cape Cod Regional Transit Authority (CCRTA)

As shown in Table 9, Plymouth & Brockton (P&B), Peter Pan, and Megabus provide service to communities within the Cape Cod Regional Transit Authority (CCRTA) district. Hyannis, the urban core of the town of Barnstable, is the transportation nexus for all Cape Cod. CCRTA operates an intermodal center in Hyannis, from which most of its local routes, as well as most P&B and Peter Pan routes, originate. The intermodal center also has a railroad platform from which local tourist-oriented services operate. Rail services from Hyannis that cross the canal have operated in the past and could potentially be restored in the future.

Table 9
Regional Bus Service in the
Cape Cod Regional Transit Authority (CCRTA) District

City/Town	Stop Address	Carrier(s)	Weekday Round-Trips at Stop	Facility
Barnstable	Hyannis, 2155 Iyannough Rd	P&B, Peter Pan	31	RTA intermodal
Barnstable	Hyannis, 220 Ocean St.	Megabus	2 (Friday and Sunday only)	Ferry terminal
Barnstable	Route 6 @ 132	P&B, Peter Pan	26	MassDOT P&R
Bourne	105 Trowbridge	Peter Pan	17	Bus stop with ticket agency and parking
Bourne	Sagamore, 1 Canal St.	P&B	24	MassDOT P&R
Eastham	North Eastham–Village Green	P&B	2 (4 in summer)	Bus stop
Eastham	Town Hall	P&B	2 (4 in summer)	Bus Stop
Falmouth	Depot Ave.	Peter Pan	11	MassDOT-owned
Falmouth	Woods Hole, Steamship Pier	Peter Pan	10	Ferry dock
Harwich	Route 6 @ 124	P&B	2 (4 in summer)	Bus stop

(Cont.)

Table 9 (Cont.)
Regional Bus Service in the
Cape Cod Regional Transit Authority (CCRTA) District

City/Town	Stop Address	Carrier(s)	Weekday Round-Trips at Stop	Facility
Orleans	Main St. @ 6A	P&B	2 (4 in summer)	Bus stop
Provincetown	MacMillian Wharf	P&B	2 (4 in summer)	Bus stop
Truro	North Truro, Dutra's Store	P&B	2 (4 in summer)	Bus stop
Truro	Post Office	P&B	2 (4 in summer)	Bus stop
Wellfleet	Bank @ Commercial	P&B	2 (4 in summer)	Bus stop
Wellfleet	South Wellfleet, Marconi Rd.	P&B	2 (4 in summer)	Bus stop

P&B operates frequent service between Hyannis and Boston's South Station and Logan Airport. Within the CCRTA district, P&B operates a service between Hyannis and Provincetown. Except for terminals at Hyannis and Provincetown, all of the stops along the P&B Provincetown route are roadside stops. The travel time for P&B from Hyannis to Harwich is 30 minutes, and another hour is required to reach Provincetown. P&B fares on the route range from $3.00 to $10.00 one-way depending on distance traveled.

CCRTA also provides local service in the Hyannis–Provincetown corridor. A conventional fixed-route service is operated from Hyannis to Harwich and Orleans (the H2O route). The H2O route requires an hour to cover the Hyannis-to-Harwich section. CCRTA also offers service between Harwich and Provincetown (The Flex), and one hour and forty-five minutes is required to take this service end to end. CCRTA fares are $2.00 for one ride per route or $6.00 for a day pass.

For passengers traveling between Hyannis and Provincetown, the P&B service is more expensive ($10 versus $4) but is also significantly faster (1½ hours versus 2¾ hours) than the CCRTA service. CTPS surveys of P&B passengers show that some riders traveling a shorter distance within this corridor will utilize P&B in one direction and a CCRTA service in the other. CCRTA and P&B services are more complementary than competitive, and CCRTA

supports P&B both through use of an intermodal center and lease of two buses, purchased in 2010.

Peter Pan operates several trips between Hyannis and Providence, Rhode Island, via New Bedford and Fall River, with both through and connecting service to New York City available at Providence. Peter Pan also provides service from Woods Hole and Falmouth to Boston's South Station and Logan Airport. Timed connections to the Hyannis–Providence/New York City route are made in Bourne.

Peter Pan stops directly at the Steamship Authority dock in Woods Hole, where direct connections can be made to the Martha's Vineyard ferry. Peter Pan utilizes a small depot in Falmouth owned by MassDOT, which has some parking available. The stop in Bourne is in the parking lot of a small commercial area next to the rotary east of the Bourne Bridge.

The Bourne bus stop location is also a central service point for recently initiated fixed-route CCRTA service in Bourne and Sandwich, and in addition is served by the Greater Attleboro Regional Transit Authority (GATRA). The CCRTA service is anchored at its north end at the Sagamore park-and-ride facility. The Sagamore lot, just west of Sagamore Bridge, is regularly served by P&B.

Megabus operates a limited Friday and Sunday schedule between Hyannis and Fairhaven, Providence, and New York City. Megabus does not use the Hyannis Intermodal Center but instead stops at the Hy-Line fast ferry wharf, allowing a convenient transfer for passengers bound for Nantucket.

Franklin Regional Transit Authority (FRTA)

As shown in Table 10, Peter Pan and Greyhound provide service to two communities within the Franklin Regional Transit Authority (FRTA) district, Greenfield and Deerfield. Peter Pan operates one round-trip between Greenfield and Springfield with a stop in Deerfield, while Greyhound operates one round-trip between White River Junction, Vermont, and New York City with Massachusetts stops in Greenfield and Springfield, south of the FRTA district. In June 2012 Greyhound proposed discontinuing this route, but it has continued service to date. Both regional carriers began utilizing the new Greenfield intermodal station in mid-2012.

Table 10
Regional Bus Service in the Franklin Regional Transit Authority (FRTA) District

City/Town	Stop Address	Carrier(s)	Weekday Round-Trips at Stop	Facility
Deerfield	470 Greenfield Rd.	Peter Pan	1	Bus stop with ticket agency
Greenfield	355 Main St.	Peter Pan, Greyhound	2	RTA Intermodal

There is no direct regional bus service between the FRTA district and Boston. Boston-bound passengers must travel via Springfield and transfer to Peter Pan's Springfield–Boston route.

Northbound regional buses arrive in Greenfield at 10:35 AM (Greyhound) and 8:35 PM (Peter Pan). Within a half hour of the Greyhound arrival, passengers can transfer to FRTA buses to Montague, Athol, or Charlemont, or to a Greenfield community circulator. Unfortunately, the last FRTA departure is at 6:30 PM, so these local bus services are not available to passengers arriving on Peter Pan later in the evening.

Southbound regional buses depart Greenfield at 8:25 AM (Peter Pan) and 10:50 AM (Greyhound). All FRTA routes offer a timely connection to the later Greyhound departure, but only some local routes arrive in Greenfield early enough to allow a connection to the earlier Peter Pan departure. Furthermore, some routes just miss the Peter Pan departure and require a one- or two-hour layover before the Greyhound departure.

Greater Attleboro Taunton Regional Transit Authority (GATRA)

The Greater Attleboro Taunton Regional Transit Authority (GATRA) provides fixed-route bus service to 21 member communities extending in a contiguous arc through south suburban Boston from Bellingham in the southwest to Marshfield in the southeast. As shown in Table 11, seven of these member communities are also served by one or more of four private regional bus carriers: Bloom, DATTCO, Plymouth & Brockton (P&B), and Peter Pan.

Table 11
Regional Bus Service in the
Greater Attleboro Taunton Regional Transit Authority
(GATRA) District

City/Town	Stop Address	Carrier(s)	Weekday Round-Trips at Stop	Facility
Duxbury	Route 3A @ Route 139	P&B	1.5	Bus stop
Kingston	Kingsbury Plaza	P&B	7.5	Bus stop at P&R lot
Marshfield	Brant Rock	P&B	1.5	Bus stop
Marshfield	CVS	P&B	1.5	Bus stop
Marshfield	Roche Brothers	P&B	2.0	Bus stop with parking
Plymouth	Long Pond Rd. @ Route 3 Exit 5	P&B	23.0	MassDOT P&R with ticket sales at visitor center
Raynham	Route 138 Dog Track	Bloom	13.0	MassDOT P&R
Taunton	10 Oak St.	Bloom	13.0	RTA/Bloom intermodal terminal
Taunton	Broadway (Liberty and Union Plaza)	Bloom	13.0	Bus stop, limited parking
Taunton	Galleria Mall	DATTCO	11.0	MassDOT P&R
Wareham	Mill Pond Diner	Peter Pan	1.0	Bus stop, limited parking

Bloom operates daily service between Taunton and Boston, with frequent peak-period service. Bloom serves three locations within the GATRA district: the Taunton Transit Center, a second stop in Taunton, and a stop in Raynham. Parking is available at the Taunton Transit Center and at Raynham. The Taunton Transit Center is the end of the route.

Bloom and GATRA jointly operate the Taunton Transit Center, which is served by all GATRA local routes in Taunton. The last GATRA buses depart from the Taunton Transit Center at 6:00 PM. The last Bloom bus that can connect with the last GATRA buses leaves Park Square at 4:55 PM and Lincoln Street at

5:05 PM. This bus is scheduled to arrive at the Taunton Transit Center at 5:50 PM, and connections to the 6:00 PM GATRA buses are not guaranteed.

DATTCO operates daily service between Fairhaven, New Bedford, and Boston, including frequent peak-period service. DATTCO buses serve one location in the GATRA district, the Galleria Mall in Taunton at the junction of Routes 24 and 140. A MassDOT park-and-ride lot is located adjacent to the mall parking, and DATTCO buses make two stops at this location, one near the mall entrance and one at the MassDOT lot.

One GATRA route, Route 8, serves the Galleria Mall, about a 30-minute ride from the Taunton Transit Center. Riders from downtown Taunton might use this route to connect with the DATTCO service to reach New Bedford and Fairhaven. It is unlikely that riders would use Route 8 to connect to a Boston-bound bus at the Galleria, given the availability of Bloom service in downtown Taunton. The Route 8 buses offer reasonable connections to DATTCO New Bedford buses, especially in the morning. The hourly DATTCO buses from New Bedford, however, are scheduled to arrive at the Galleria 52 minutes before the hourly Route 8 bus to downtown Taunton, a problematic connection for a mere 30-minute trip.

P&B serves the GATRA communities of Plymouth, Kingston, Duxbury, and Marshfield. The Plymouth stop is located at the MassDOT park-and-ride lot at Exit 5 on Route 3. P&B service to Plymouth includes the Boston–Hyannis route, with frequent service to Boston's South Station and Logan Airport to the north, and Hyannis to the south.

Additional peak-period service is provided between Plymouth and Boston's South Station and Boston's Park Square. The Plymouth peak-period buses also stop at a park-and-ride facility at Kingsbury Plaza in Kingston. Two of these peak-period round-trips leave Route 3 to make multiple stops in Duxbury and Marshfield before returning to Route 3 and continuing to Boston. Commuter parking is available at the Roche Brothers supermarket parking lot stop in Marshfield.

One of GATRA's local Plymouth routes, the "Mayflower Link," serves the Exit 5 bus stop on its route between Plymouth Center and the Manomet section of Plymouth. The Mayflower Link utilizes two buses to provide hourly service.

Given that both P&B and GATRA offer only hourly service in each direction, lengthy transfer times are inevitable. The required wait time between P&B service and the GATRA service at the stop varies by origin and destination of travel. There are a total of eight paths that would involve a transfer between GATRA and P&B. These eight paths can be paired to represent four distinct round-trips, and the combined two-way wait time can be calculated:

Minutes Wait	Origin-Destination Pair	Two-Way Wait Time
49	Plymouth Center to Boston	1 hour, 28 minutes total
39	Boston to Plymouth Center	
41	Manomet to Boston	52 minutes total
11	Boston to Manomet	
49	Plymouth Center to Hyannis	1 hour, 8 minutes total
19	Hyannis to Plymouth Center	
21	Manomet to Hyannis	1 hour, 12 minutes total
51	Hyannis to Manomet	

The P&B departure times are established for the convenience of passengers boarding at Boston and Hyannis, and modifying the P&B schedule to meet GATRA buses is not practical. The Mayflower Link is schedule-coordinated with other GATRA services. If GATRA were to operate every half hour, all transfer times greater than 30 minutes would be reduced by half an hour. It is not clear that ridership over the entire route would justify this frequency. Though not investigated here, some of the connections between P&B and GATRA may be closer during the peak periods.

GATRA operates weekday local bus service between Kingston, Marshfield, and Duxbury. The GATRA route overlaps with a portion of the P&B route within Marshfield, and a transfer to a P&B bus to Boston is possible at Millbrook Motors in Duxbury. This transfer requires a half hour wait in the morning, and it is not possible in the evening because the P&B buses arrive at Duxbury after the last GATRA bus trip.

P&B presently is the contract operator for GATRA's local Plymouth bus network. At the present time, P&B is the only regional bus fixed-route carrier in the state that also has a contract to operate local service for an RTA.

Peter Pan provides limited service to the GATRA community of Wareham as part of its Boston–Woods Hole route. One northbound trip and two southbound trips stop in Wareham. The 5:50 AM departure to Boston and the 6:00 PM arrival, the earlier of the two from Boston, are both outside GATRA's hours of service. GATRA supports the daily commute from Wareham to Boston by operating a route that extends from Wareham to the Middleborough/Lakeville commuter rail station.

Peter Pan's connection with GATRA is actually somewhat stronger at the bus stop near the rotary east of the Bourne Bridge in the CCRTA service area. One of the GATRA local routes extends over the Bourne Bridge to this stop, allowing connections with all Peter Pan Cape Cod services, including frequent buses between Woods Hole and Boston and between Hyannis and

Providence, Rhode Island. Transfer wait times between Peter Pan and GATRA buses at Bourne can range between five and 55 minutes.

Peter Pan's Providence–Boston-Logan route made intermediate stops at two GATRA communities, Foxborough and South Attleboro, on some trips until June 2012, when service at these stops was discontinued. Foxborough, served since 1972, had mostly off-peak service to Logan Airport. In 2011 Peter Pan added a stop to peak-period trips at the South Attleboro commuter rail station. The stop was unsuccessful and discontinued after one year of service.

Peter Pan's fleet includes one 2006-built bus leased from GATRA.

Lowell Regional Transit Authority (LRTA)

As shown in Table 12, Peter Pan, Yankee Line, and Boston Express provide service to Lowell, Acton, and Tyngsborough in the Lowell Regional Transit Authority (LRTA) service area.

Table 12
Regional Bus Service in the
Lowell Regional Transit Authority (LRTA) District

City/Town	Stop Address	Carrier	Weekday Round-Trips at Stop	Facility
Acton	87 Great Road	Yankee	1	Bus stop with limited parking
Lowell	101 Thorndike St.	Peter Pan	1	RTA intermodal including commuter rail
Tyngsborough	99 Kendall Rd.	Boston Express	12	MassDOT P&R

Boston Express began service between Nashua, New Hampshire, and Boston, in 2007. In 2010 it added a stop at a MassDOT park-and-ride lot near U.S. 3 Exit 35, and today it offers daily service at this stop to Boston and Logan Airport.

Yankee Line operates one morning inbound and one evening outbound trip between Acton and Copley Square in Boston, with a stop in Concord. Parking is available at the Acton stop at a commercial business parking lot.

Peter Pan serves Lowell as a stop on its route between Concord, New Hampshire, and Foxwoods Casino in Connecticut. This route also stops in Manchester and Nashua, New Hampshire, Leominster, and Worcester. A single round-trip is operated each day, which stops at the LRTA's Gallagher

Terminal. Gallagher Terminal hosts both Peter Pan and commuter rail, has a large parking garage, and is the hub for the LRTA bus network.

Montachusett Regional Transit Authority (MART)

As shown in Table 13, Peter Pan offers the only private carrier regional bus service within the Montachusett Regional Transit Authority (MART) service area: a single daily round-trip between Concord, New Hampshire, and Foxwoods Casino in Connecticut. The stop in the MART service area is at a gas station in Leominster. The route also has stops in Manchester and Nashua, New Hampshire, Lowell, and Worcester. Local MART bus service (MART Route #2) between Fitchburg and Leominster stops at the same gas station in Leominster, allowing a transfer between the MART and Peter Pan services.

Table 13
Regional Bus Service in the
Montachusett Regional Transit Authority (MART) District

City/Town	Stop Address	Carrier	Weekday Round-Trips at Stop	Facility
Leominster	528 North Main St.	Peter Pan	1	Bus stop

Massachusetts Bay Transportation Authority (MBTA)

Excluding regional bus service from other RTA districts terminating in the Boston core, there are five Massachusetts Bay Transportation Authority (MBTA) communities where the MBTA and not an RTA is the local service provider that are also served by regional bus carriers. The carriers serving these communities are Yankee Line in Concord, World Wide Bus in Cambridge and Newton, and Coach Company in Topsfield and Peabody; Table 14 provides details.

Table 14
Regional Bus Service in
Massachusetts Bay Transportation Authority (MBTA)
Local Bus Service Area

City/Town	Stop Address	Carrier(s)	Weekday Round-Trips at Stop	Facility
Cambridge	Alewife Station	World Wide	3.0	MBTA-owned station
Concord	Sudbury Rd. (Crosby Market)	Yankee	1.0	Bus stop with parking
Newton	335 Grove St.	World Wide	3.0	MBTA-owned depot
Peabody	535 Lowell St.	Coach Company	3.5	Bus stop with parking
Topsfield	1 Park St.	Coach Company	2.0	Bus stop with parking

Yankee Line operates one daily round-trip between Acton and Boston. Buses stop near the Concord commuter rail station, and bus and commuter rail passengers share parking allocated for commuters at a local shopping area.

World Wide Bus operates between Alewife Station in Cambridge and New York City, with a stop at Riverside Station in Newton. World Wide Bus does not sell tickets for trips between Alewife and Riverside, and all World Wide Bus passengers using the Riverside stop are traveling to or from New York City. Peter Pan and Greyhound formerly offered service at Riverside to New York City and other locations.

Peabody and Topsfield are both served by the Coach Company's two weekday commuter round-trips between Haverhill and Boston via Georgetown, Groveland, Boxford, Topsfield, and Peabody. Additionally, one morning and two evening Coach Company trips between Boston and Newburyport stop at Peabody. Commuter parking is available in Peabody at the McVann Hockey Rink, and municipal parking is available in Topsfield. Massport's Logan Express service operates from a different location in Peabody, as well as from two other MBTA communities: Braintree and Woburn.

Merrimack Valley Regional Transit Authority (MVRTA)

Three carriers provide eight of the Merrimack Valley Regional Transit Authority (MVRTA) member communities with regional services: C&J, Coach Company, and the MVRTA itself; see Table 15. MVRTA operates fixed-route local bus service in nine of its member communities (including five of the eight

communities that have regional service) and utilizes the same contractor for both local and regional services. MVRTA has operated its regional service since 2003, when regional service was discontinued by Trombly Commuter Lines.

Table 15
Regional Bus Service in the
Merrimack Valley Regional Transit Authority (MVRTA) District

City/Town	Stop Address	Carrier	Weekday Round-Trips at Stop	Facility
Andover	Andover Center	MVRTA	4.0	Bus stop
Andover	Faith Lutheran Church	MVRTA	4.0	Bus stop, with parking
Boxford	7 Elm St.	Coach Company	2.0	Bus stop, with parking
Georgetown	29 E. Main	Coach Company	2.0	Bus stop with parking
Groveland	904 Salem St.	Coach Company	2.0	Bus stop
Haverhill	219 Lincoln Ave.	Coach Company	2.0	Bus stop
Lawrence	Broadway @ Bowdoin	MVRTA	4.0	Bus stop
Lawrence	Broadway @ Mt. Vernon	MVRTA	4.0	Bus stop
Lawrence	McGovern Transportation Center	MVRTA	4.0	RTA intermodal including commuter rail
Lawrence	Shawsheen Sq.	MVRTA	4.0	Bus stop
Methuen	Pelham St.	MVRTA	4.0	MassDOT P&R
Newburyport	241 High St.	Coach Company	2.5	Bus stop
Newburyport	50 Water St.	Coach Company	2.5	Bus stop
Newburyport	90 Storey Ave.	C&J, Coach Company	36.0	MassDOT P&R with station

The MVRTA regional service operates between Methuen and Boston with intermediate stops in Lawrence and Andover. Passengers can flag down the bus anywhere along the route in Methuen, Lawrence, and Andover, although only major stops are listed in the timetable for the route. The route begins at the MassDOT park-and-ride lot on Pelham Street just east of I-93 at Exit 47. It stops at the McGovern Transportation Center in Lawrence, which is also served by commuter rail and MVRTA local service. Important stops in Andover are at a municipal parking lot and at a church parking lot that are available for use by MVRTA commuter bus customers.

C&J operates buses between Portsmouth, New Hampshire, and downtown Boston and Logan Airport. All C&J buses stop at the MassDOT park-and-ride lot east of I-95 at Exit 57 in Newburyport. C&J maintains a bus station at the lot which is staffed during all hours that buses operate.

Coach Company serves the same Exit 57 lot with its service between Newburyport and Boston. Coach offers only peak-period service and makes two local stops in Newburyport, one downtown and one near Newburyport High School. Two stops are made in Boston, one near Haymarket Square and one in the Back Bay.

Coach Company also operates a Haverhill–Boston route, providing two peak-period round-trips each weekday. The route begins at a shopping plaza in Haverhill, stops in Groveland, Georgetown, and Boxford in the MVRTA area, and makes two additional stops in Topsfield and Peabody before traveling express to Boston. There is a MassDOT park-and-ride lot at the Georgetown stop and a municipal lot at the Boxford stop. No MVRTA fixed-route bus service is offered in Groveland, Georgetown, or Boxford.

Local MVRTA Route 54, Amesbury–Newburyport–Salisbury, serves the same MassDOT Exit 57 park-and-ride lot as Coach Company and C&J, the commuter rail station, and downtown Newburyport. Weekday service operates every 70 minutes, with the last evening trips departing about 6:00 PM, making use by evening commuters difficult.

MetroWest Regional Transit Authority (MWRTA)

As shown in Table 16, the MetroWest Regional Transit Authority (MWRTA) district is served by three regional bus carriers, LimoLiner, Peter Pan, and Greyhound, all stopping at Framingham. There are three regional bus stop locations in the city, the most important of which is Massport's Logan Express terminal near the Shoppers World mall, with 38 daily trips to Logan Airport. The Massport terminal has secure, long-term, paid parking. Regional carriers Peter Pan and Greyhound use the Massport terminal for their pooled Boston–New York and Boston–Hartford services. Several trips on Peter Pan's Boston–Springfield route also stop in Framingham.

Table 16
Regional Bus Service in the
MetroWest Regional Transit Authority (MWRTA) District

City/Town	Stop Address	Carrier(s)	Weekday Round-Trips at Stop	Facility
Framingham	1 Worcester Rd	Peter Pan, Greyhound, Logan Express (Fox Bus, contract operator)	7 regional and 38 Massport	Massport terminal
Framingham	Flutie Pass	Peter Pan	1.5	MassDOT P&R
Framingham	Route 9 Park & Ride Exit 12	LimoLiner	3.0	MassDOT P&R

Peter Pan also operates two AM inbound and one PM outbound commuter trips that stop at the MassDOT Flutie Pass park-and-ride lot, located near the Massport lot. These commuter buses make stops at Copley and Park Squares, and also at the State House. The other long-distance Peter Pan and Greyhound buses stopping in Framingham serve only the intercity bus terminal at South Station.

The Massport terminal is located near the Framingham-Natick town line, and the local MWRTA fixed-route services in both cities make stops convenient to both the Massport terminal and the Flutie Pass park-and-ride lot. These local MWRTA routes operate early and late enough on weekdays that it is possible for users of Peter Pan's commuter buses to utilize the MWRTA service as part of their commute. However, the CTPS survey of Peter Pan riders did not show any passengers transferring to or from MWRTA service. In the case of MWRTA's service between Framingham and Woodland Station on the Riverside branch of the Green Line, the buses actually pull into the Flutie Pass lot to pick up riders.

On the MWRTA's Framingham–Woodland Station route, inbound buses depart from Flutie Pass every 30 minutes between 6:00 AM and 9:00 AM, and outbound buses depart Woodland at 3:05 PM and then every 30 minutes between 4:15 and 7:15 PM. With the good frequency of operations on the Riverside Green Line branch, Flutie Pass commuter bus riders can utilize MWRTA service as a back-up if they miss the Peter Pan service or need to depart at an earlier or later time than the Peter Pan schedule allows.

LimoLiner buses operating between Boston and New York City stop at the Exit 12 park-and-ride lot near the western edge of Framingham. LimoLiner does not sell tickets between Boston and Framingham, and all LimoLiner

passengers using this stop are traveling to or from New York City. No other scheduled bus services stop at this location.

More extensive commuter service has been offered in MWRTA communities in the recent past by Cavalier Coach. Its service from Boston to Framingham, Southborough, Marlborough, Sudbury, Wayland, and Weston (which included service that Cavalier Coach took over from Gulbankian Bus Lines several years earlier, as well as service operated by Cavalier Coach for decades) was discontinued in October 2011.

Pioneer Valley Regional Transit Authority (PVRTA)

As shown in Table 17, three regional bus carriers serve the Pioneer Valley Regional Transit Authority (PVTA) member communities: Peter Pan, Greyhound, and Megabus. PVTA also operates fixed-route local bus service centered on Springfield and extending to19 of its member communities.

Table 17
Regional Bus Service in the
Pioneer Valley Regional Transit Authority (PVTA) District

City/Town	Stop Address	Carrier(s)	Weekday Round-Trips at Stop	Facility
Amherst	367 Russell St. (Hampshire Mall)	Megabus	2	Bus stop, with ticket agency
Amherst	8 Main St.	Peter Pan	7	Bus stop, with ticket agency
Amherst	UMass	Peter Pan	7	Bus stop, with ticket agency
Amherst	Hampshire College	Peter Pan	1	Bus stop, with ticket agency
Chicopee	363 Burnett Rd.	Peter Pan	1	Bus stop with limited parking

(Cont.)

Table 17 (cont.)
Regional Bus Service in the
Pioneer Valley Regional Transit Authority (PVTA) District

City/Town	Stop Address	Carrier(s)	Weekday Round-Trips at Stop	Facility
Holyoke	Holyoke Mall	Peter Pan	4	Bus stop
Holyoke	Transportation Center, 206 Maple St.	Peter Pan	3	RTA and carrier intermodal facility
Northampton	1 Roundhouse Plaza	Peter Pan, Greyhound	7	Carrier-owned depot
South Hadley	21 College St.	Peter Pan	1	Bus stop, with ticket agency
Springfield	1776 Main	Peter Pan, Greyhound	31	Carrier-owned depot, also used by RTA, near Amtrak

Peter Pan

Springfield is the hub for Peter Pan's western Massachusetts network. Peter Pan routes and services emanating from Springfield include the following:

- Eight round-trips operate between Springfield and Boston. Some trips stop in Worcester or Framingham, and one trip in each direction stops in Chicopee, a PVTA community.
- Peter Pan and Greyhound operate a pooled service offering 12 daily round-trips over the Springfield–New York City route and two additional trips Fridays and Sundays. All trips on this route stop in Hartford, Connecticut, and the Connecticut cities of New Britain, New Haven, Bridgeport, and Stamford also receive some service.
- Two daily round-trips stop in Springfield on a route between Providence and Albany. This route stops in Worcester, as well as in Lee, Lenox, and Pittsfield in the Berkshires.
- Seven daily round-trips operate between Springfield and Amherst, six via Northampton and one via South Hadley. All trips stop in Holyoke, four at the Holyoke Mall and the other three at the Holyoke Transportation

Center in downtown Holyoke. Stops in Amherst are made both in Amherst Center and at the University of Massachusetts transportation center. One trip continues beyond Amherst and stops at Deerfield and Greenfield.

- Summer-only seasonal service is operated between Springfield and the Six Flags amusement park in Agawam. Through-tickets to Six Flags are sold from Boston, Framingham, Worcester, and Hartford, with passengers transferring in Springfield. Peter Pan offers a discount ticket price to Six Flags employees. The entire route is within the PVTA district.
- From September to May, Peter Pan operates direct service from Northampton, Hampshire College, Amherst Center, and the University of Massachusetts transportation center to Boston on Fridays and returning on Sundays, bypassing Springfield.

The Springfield–Amherst route operates entirely within the PVTA district, and connections can be made to PVTA service at the endpoints as well as both Holyoke stop locations. It is possible to use PVTA service to travel the entire distance between Springfield and Amherst, boarding three separate PVTA buses and taking three hours. The cost would be $1.75 comprising a $1.25 base fare and two 25-cent transfers. The same trip using Peter Pan takes one hour and costs $16, though Peter Pan does offer a 10-ride ticket for $60 and a 20-ride ticket for $110.

The majority of passengers utilizing the Amherst–Springfield route are transferring to or from Boston or New York buses. The CTPS survey of Peter Pan riders shows a small number of local riders on the route.

PVTA utilizes Peter Pan's Springfield Bus Terminal as its downtown hub, leasing multiple bus bays from Peter Pan for this purpose. In addition, the Amtrak station in Springfield is within walking distance of the bus station. There are plans to redevelop Springfield's Union Station into a multimodal facility for use by regional buses, PVTA, and Amtrak. This would ultimately replace the existing Peter Pan facility.

Peter Pan stops at the Holyoke Transportation Center in downtown Holyoke, which is PVTA's hub for local Holyoke routes. Peter Pan was a partner with PVTA and other agencies in the development of the center. Peter Pan's other Holyoke stop, at the Holyoke Mall, is also served by PVTA.

Peter Pan stops at three locations in Amherst. These three stops, Amherst Center, Hampshire College, and the U Mass transportation center, are also served by PVTA routes. The CTPS survey of Peter Pan Springfield–Amherst passengers found that over 20% of riders alighting at Amherst were transferring to a local PVTA route to complete their journey.

Peter Pan operates a small bus station in Northampton which is within walking distance of local PVTA service. In South Hadley, Peter Pan and PVTA share a stop which is served by one daily Peter Pan trip in each direction.

Clearly, Peter Pan's services within the PVTA district are extensive, and the regional and local carriers collaborate in terminal development and operations. Additionally, Peter Pan's fleet includes three 1998-built buses leased from PVTA.

Greyhound and Megabus

Greyhound operates a round-trip between Springfield and White River Junction, Vermont, with intermediate stops in Northampton and Greenfield, Massachusetts, Brattleboro and Bellows Falls, Vermont, and Keene, New Hampshire. This trip operates through to New York City from Springfield. Greyhound had proposed to discontinue this service in June 2012 but has retained service at least through the end of 2012. Greyhound also partners with Peter Pan in the pooled service between Springfield and New York, making possible the 12-round-trip schedule.

Megabus initiated a new service in 2011 between Amherst and New York City with a stop in Hartford. This service was extended north to Burlington, Vermont, in 2012. The Megabus stop is at the Hampshire Mall in Hadley, near the Amherst town line. A PVTA bus route also serves this location.

Southeastern Regional Transit Authority (SRTA)

As shown in Table 18, regional carriers Peter Pan and DATTCO provide service to three communities in the Southeastern Regional Transit Authority (SRTA) service area: Fairhaven, Fall River, and New Bedford. SRTA operates fixed-route bus service in those three member communities and six others.

Table 18
Regional Bus Service in the
Southeastern Regional Transit Authority (SRTA) District

City/Town	Stop Address	Carrier(s)	Weekday	Facility
Fairhaven	72 Sycamore	DATTCO	11	Bus garage with
Fall River	221 Second St.	Peter Pan	12	Temporary RTA
New Bedford	Elm St. & Pleasant	DATTCO,	17	RTA intermodal
New Bedford	Mt. Pleasant St.	DATTCO	11	MassDOT P&R

DATTCO trips originate at its garage and parking lot in Fairhaven and make two stops in New Bedford and a stop in Taunton (a GATRA community) on trips to Boston's South Station. The two stops in New Bedford are at the SRTA terminal in downtown New Bedford and at a MassDOT park-and-ride lot just west of Route 140 at Exit 4. DATTCO offers daily service including extra trips during weekday peaks.

Peter Pan serves Fall River as an intermediate stop on its route between Newport, Rhode Island, and Boston. On weekdays, Peter Pan operates five round-trips from Newport and one between Fall River and Boston. There are four round-trips from Newport on weekends.

New Bedford and Fall River are also intermediate stops on Peter Pan's route between Hyannis and Providence, where it connects with New York City buses. A stop is also made at Bourne on Cape Cod, where connections can be made with Peter Pan's Falmouth and Woods Hole buses. This route has five daily round-trips with additional service in the summer.

Peter Pan stops at both SRTA's New Bedford and Fall River hubs. SRTA and Peter Pan currently share a temporary facility in Fall River, but will relocate to a new intermodal facility that SRTA is constructing. A Peter Pan one-way fare between New Bedford and Fall River costs $13, and the nonstop trip takes 25 minutes. SRTA has a local route connecting the two cities that costs $2.50 and takes 55 minutes.

CTPS surveys of bus riders from Boston show a number of riders transferring to SRTA from DATTCO at New Bedford and Peter Pan at Fall River. Since the final SRTA departure for most routes is 5:45 PM, these transferring riders had to leave Boston no later than 4:00 PM to make a connection to SRTA. For riders leaving Boston during the peak 5:00–6:00 PM time period, a transfer to SRTA is not an option.

Schedules on the Peter Pan Hyannis–Providence route facilitate commuting to Providence from Fall River or New Bedford, as the first westbound trip arrives at Providence at 8:15 AM, and there are departures from Providence at 5:45 and 7:45 PM. The scheduled travel time from the Providence Peter Pan bus station to Fall River is 25 minutes, with the next leg to New Bedford requiring another 25 minutes.

The Providence Peter Pan station is not convenient to the Providence downtown business district. Passengers bound for downtown Providence must either wait through a layover there or transfer to another Peter Pan bus to reach Kennedy Plaza, the local Rhode Island Public Transit Authority (RIPTA) bus hub in downtown Providence. This connection to downtown requires an additional 30 minutes, and none of the respondents to the CTPS surveys of

Hyannis–Providence passengers identified themselves as Providence commuters.

Worcester Regional Transit Authority (WRTA)

Table 19 presents the regional bus service in the Worcester Regional Transit Authority (WRTA) district. Worcester is an important intermediate stop for a number of regional services that cross New England. About half of Peter Pan's trips between Boston and Springfield and between Providence, Rhode Island, and Albany, New York, stop in Worcester. A daily Peter Pan round-trip between Concord, New Hampshire, and Foxwoods Casino in Connecticut also stops in Worcester. Greyhound operates three daily round-trips between Albany and Boston, all of which stop in Worcester. Greyhound and Peter Pan have a pooled bus service between Boston and Hartford, Connecticut, with connections to New York City, and many of these trips stop in Worcester.

Table 19
Regional Bus Service in the
Worcester Regional Transit Authority (WRTA) District

City/Town	Stop Address	Carriers	Weekday Round-Trips at Stop	Facility
Worcester	2 Washington Sq.	Peter Pan, Greyhound	17	Union Station intermodal facility, including commuter rail and Amtrak, RTA to be added
Millbury	Route 146/U.S. 20 at Turnpike Exit 10A	Peter Pan, Greyhound	2 trips to Boston, 9 drop-offs from Boston on request	MassDOT P&R

Worcester Union Station was extensively refurbished in 2000. Prior to 1994 only a few Amtrak long-distance trains served this location, stopping at a small station structure near the intermodal freight yard east of I-290. Limited MBTA service to Boston began in 1994, and both stations and scheduled trains have been added on the Worcester Line in subsequent years. In 2006 regional bus operations relocated to Union Station, and in 2013 WRTA will relocate its local bus hub to Union Station from City Hall.

Peter Pan continues to operate a single commuter trip between Worcester and Boston, stopping in Framingham at the MassDOT Flutie Pass park-and-ride lot.

This commuter trip and one additional trip are scheduled to stop at the MassDOT park-and-ride lot near Turnpike Exit 10A. Nine scheduled departures from Boston will drop off passengers at a park-and-ride lot in Millbury at the rider's request.

The connection between regional buses and local WRTA service is at or near Union Station, and there are no overlapping routes between these two classes of providers. WRTA does not serve the Millbury park-and-ride lot.

2.6.2 Connections between Regional Transit Authority Districts

This section reviews the RTA-to-RTA connections currently available in Massachusetts, looking first at RTA bus services and then at regional bus and rail services.

All but six adjacent RTA pairs are connected by at least one local service, at least one regional service, or both. The six exceptions are:

- BRTA (Pittsfield area) and FRTA (Greenfield area)
- MART (Fitchburg area) and LRTA (Lowell area)
- MWRTA (Framingham area) and MART (Fitchburg area)
- MWRTA (Framingham area) and LRTA (Lowell area)
- MWRTA (Framingham area) and GATRA (Attleboro/Taunton/Plymouth area)
- MVRTA (Haverhill/Lawrence/Newburyport area) and CATA (Gloucester area)

RTA Bus Services

The local RTA fixed-route services tend to be focused on the urban centers within the RTA district. Some of the longer RTA local routes, however, do extend into or connect with services of neighboring RTAs.

FRTA and PVTA

FRTA operates service between Greenfield (an FRTA community) and Northampton as well as a peak-period service between Greenfield and Amherst. PVTA operates a route between Amherst and South Deerfield (an FRTA community). Connections can be made with other FRTA routes at Greenfield and other PVTA routes at Northampton and Amherst.

FRTA and MART

FRTA operates service between Greenfield and Athol, just east of Orange; all three are FRTA communities. MART operates a route between Gardner (a MART community) and Orange. The two services overlap between

Orange and Athol, providing opportunities for convenient transfers between the FRTA and MART services.

MART and WRTA

MART operates three weekday round-trips between Fitchburg and Worcester. In addition to stops at Union Station and City Hall in Worcester, this van or minibus service makes several stops at hospitals and senior centers. The primary clientele for this service are seniors and passengers with disabilities, but the service is open to the general public on a space-available basis.

MVRTA and LRTA

MVRTA operates service between Lawrence and Lowell. This service was at one time operated as a joint service by the two agencies, but it has been operated as an exclusive MVRTA service for many years.

GATRA and CCRTA

GATRA's local Wareham service includes a route that crosses the Bourne Bridge to a stop in the CCRTA district. This connects to recently initiated CCRTA fixed-route service in Bourne and Sandwich.

CATA and MBTA

CATA operates a Saturdays-only service between Gloucester and the North Shore and Liberty Tree malls in Danvers and Peabody. Connections can be made to MBTA bus service at the two malls.

LRTA and MBTA

LRTA operates two routes between Lowell and Burlington. These two routes end at two different locations in Burlington, both of which allow a connection to MBTA bus service.

MWRTA and MBTA

MWRTA operates service between Framingham (an MWRTA community) and the Woodland Station of the Riverside Green Line branch in Newton (an MBTA community). This route stops on Route 9 in Natick (an MWRTA member) and Wellesley (an MBTA member).

BAT and MBTA

BAT operates service between Brockton and the Ashmont Red Line station in the Dorchester neighborhood of Boston. MBTA bus Route #230 operates between Quincy (an MBTA community) and Montello Station in Brockton.

Regional Bus and Rail Services

Almost all regional bus routes and many commuter rail lines have stops in more than one RTA district. Whether the route end point is at Boston or some other city, riders are able to use these services to go from one RTA to another. In many instances, they may utilize a local RTA service for a portion of the trip.

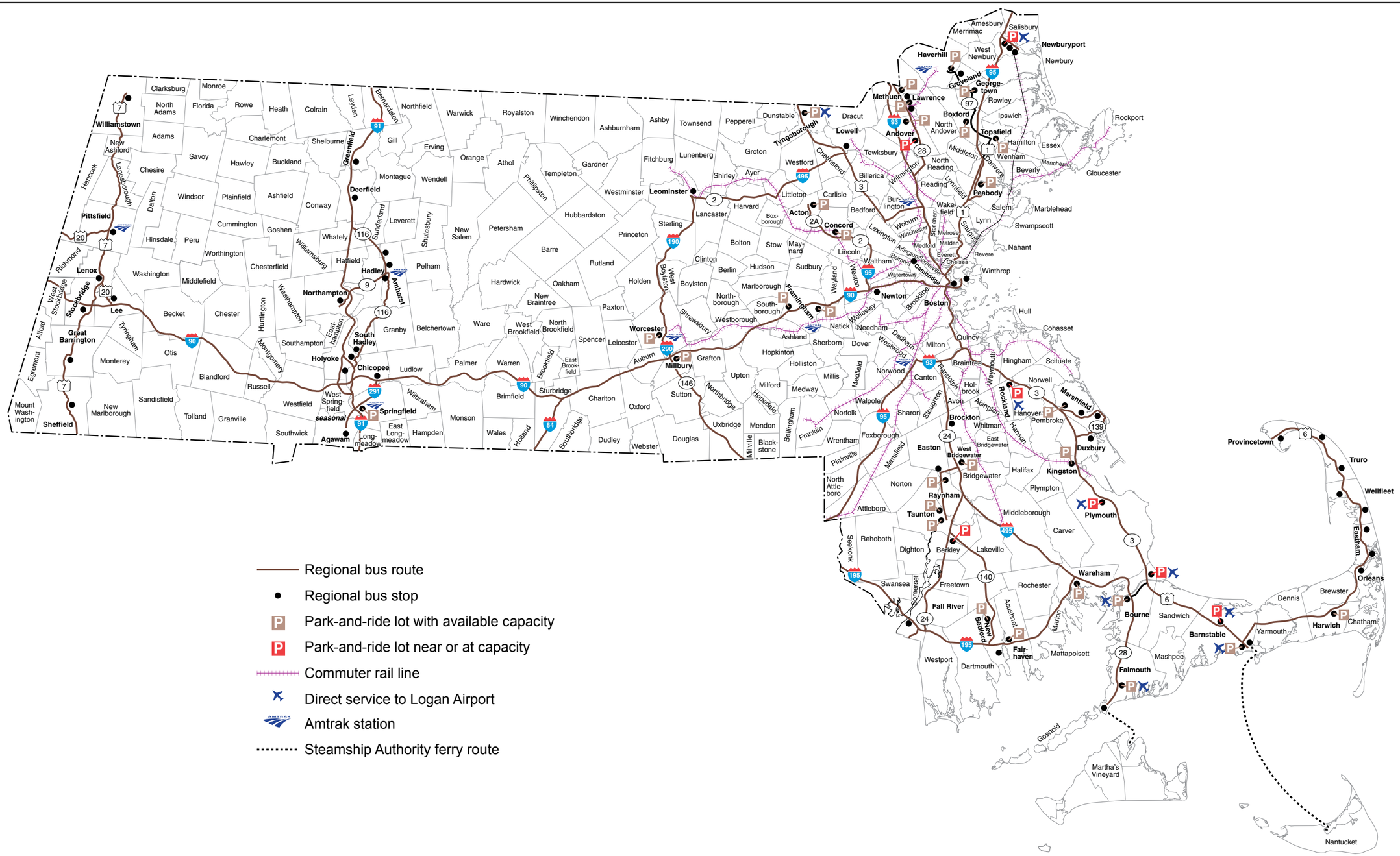
There are a number of adjacent RTA districts where the RTAs do not presently operate routes that connect the two districts. For four of these RTA pairs, listed below, however, there are regional bus or rail services connecting the RTA districts. The connections between these four adjacent RTA pairs are achieved with various combinations of regional intercity and commuter modes, supported in many instances by local connecting buses.

- The PVTA (Springfield area) and WRTA (Worcester area) districts are connected by both Peter Pan and Amtrak services between Springfield and Worcester without intermediate stops. PVTA and WRTA local buses serve the Springfield and Worcester terminals respectively.
- The WRTA and MWRTA (Framingham area) districts are connected by both MBTA Worcester commuter rail service and Peter Pan. Worcester, Grafton, and Westborough are in the WRTA district, and Southborough, Ashland, Framingham, and Natick are in the MWRTA district, all of which are served by commuter rail. The Peter Pan service connects only Worcester and Framingham.
- The GATRA (Attleboro/Taunton/Plymouth area) and BAT (Brockton area) districts are connected by MBTA commuter rail, Bloom, and P&B. Bloom operates one round-trip between Taunton (a GATRA community) and the Westgate Mall in Brockton (a BAT community). P&B operates service between Plymouth (a GATRA community) and Rockland (a BAT community). P&B's Rockland stop is not served by BAT local service. The MBTA Middleborough and Plymouth commuter rail lines also connect several BAT and GATRA communities.
- The GATRA and SRTA districts are connected by DATTCO service between Taunton (a GATRA community) and New Bedford (a SRTA community). GATRA and SRTA (Fall River/New Bedford) local buses serve the Taunton and New Bedford stops respectively.

2.7 Parking Facilities

There are 36 parking facilities within Massachusetts that are served by one or more regional bus carriers. This total includes MassDOT-owned park-and-ride lots, RTA-owned intermodal facilities, municipal parking lots, lots owned by local establishments that allow some use by bus passengers, and a few facilities directly owned by regional bus companies. Most of the regional bus

routes serving these lots provide commuter service to Boston, and several lots also offer direct service to Logan Airport. These park-and-ride locations are summarized in Table 20, and their locations are shown in Figure 6.


Regional bus route
Regional bus stop
Park-and-ride lot with available capacity
Park-and-ride lot near or at capacity
Commuter rail line
Direct service to Logan Airport
Amtrak station
Steamship Authority ferry route
Williamstown
Pittsfield
Lenox
Stockbridge
Lee
Great Barrington
Sheffield
Northampton
Deerfield
Hadley
Amherst
South Hadley
Holyoke
Chicopee
Springfield
Agawam
Leominster
Fitchburg
Worcester
Millbury
Sutton
Framingham
Newton
Boston
Cambridge
Lowell
Lawrence
Haverhill
Methuen
Andover
Newburyport
Salisbury
Peabody
Gloucester
Rockport
Topsfield
Boxford
Groveland
Georgetown
Rowley
Ipswich
Essex
Hamilton
Wenham
Beverly
Manchester
Middleton
North Reading
Reading
Wakefield
Lynn
Salem
Marblehead
Swampscott
Nahant
Winthrop
Revere
Chelsea
Everett
Malden
Medford
Melrose
Woburn
Wilmington
Billerica
Burlington
Bedford
Lexington
Waltham
Watertown
Arlington
Belmont
Somerville
Concord
Acton
Littleton
Carlisle
Harvard
Lancaster
Clinton
Berlin
Hudson
Sudbury
Marlborough
Northborough
Southborough
Westborough
Shrewsbury
Boylston
West Boylston
Sterling
Princeton
Westminster
Templeton
Gardner
Ashburnham
Ashby
Townsend
Pepperell
Dunstable
Tyngsborough
Dracut
Groton
Shirley
Ayer
Westford
Chelmsford
Tewksbury
Wilmington
Lynnfield
Saugus
Natick
Needham
Dedham
Westwood
Norwood
Canton
Sharon
Foxborough
Norfolk
Walpole
Medway
Millis
Medfield
Holliston
Hopkinton
Ashland
Sherborn
Dover
Milton
Quincy
Braintree
Weymouth
Randolph
Holbrook
Avon
Stoughton
Abington
Whitman
Brockton
East Bridgewater
Easton
West Bridgewater
Bridgewater
Raynham
Taunton
Norton
North Attleboro
Attleboro
Plainville
Mansfield
Foxborough
Wrentham
Franklin
Bellingham
Millville
Blackstone
Mendon
Uxbridge
Northbridge
Upton
Grafton
Auburn
Oxford
Charlton
Dudley
Webster
Douglas
Sturbridge
Southbridge
Holland
Brimfield
Palmer
Warren
Monson
Wales
Hampden
Wilbraham
Ludlow
East Brookfield
Brookfield
West Brookfield
North Brookfield
Spencer
Leicester
Paxton
Holden
Rutland
Barre
Hubbardston
Petersham
New Salem
Orange
Athol
Phillipston
Royalston
Winchendon
Warwick
Northfield
Erving
Gill
Montague
Wendell
Leverett
Sunderland
Shutesbury
Whately
Hatfield
Pelham
Belchertown
Ware
New Braintree
Hardwick
Oakham
Granby
Southampton
Easthampton
Westhampton
Huntington
Williamsburg
Chesterfield
Goshen
Cummington
Windsor
Plainfield
Ashfield
Conway
Hinsdale
Peru
Worthington
Washington
Middlefield
Becket
Chester
Otis
Monterey
Blandford
Russell
Westfield
West Springfield
Sandisfield
New Marlborough
Tolland
Granville
Southwick
Mount Washington
Alford
Egremont
Tyringham
Lanesborough
Hancock
Dalton
Richmond
Stockbridge
West Stockbridge
Savoy
Florida
Monroe
Clarksburg
North Adams
Adams
New Ashford
Hawley
Buckland
Charlemont
Shelburne
Heath
Rowe
Colrain
Leyden
Bernardston
Greenfield
Deerfield
Chicopee
Springfield
Agawam
Longmeadow
East Longmeadow
Hampden
Holyoke
Northampton
Amherst
Hadley
Lenox
Pittsfield
Williamstown
Millbury
Worcester
Framingham
Newton
Boston
Cambridge
Lowell
Lawrence
Haverhill
Methuen
Andover
Newburyport

2.7.1 Review of Park-and-Ride Lot Conditions

Park-and-Ride Facilities with Private Carrier Bus Service

Table 20 lists the park-and-ride lots that are currently served by private bus carriers. All of the stops listed have direct bus service to Boston except the Harwich and the Framingham–Exit 12 lots, which have direct service to Hyannis and New York City, respectively. Regional bus services also stop at MBTA commuter rail and rapid transit stations in Lowell, Newton (Riverside on the Green Line), Cambridge (Alewife on the Red Line), and Boston (South Station), but these facilities are not shown in Table 20 and are not reviewed in this section. Massport's Logan Express service also operates routes between Peabody, Woburn, Framingham, and Braintree and Logan Airport. The Massport service offers long-term paid parking at each location, and also is not reviewed in this section.

Table 20
Existing Park-and-Ride Facilities with Private Carrier Bus Service

Municipality/ Stop Address	Station Facility?	Spaces	MassDOT Park-&-Ride?
Acton			
Routes 2A & 119	No	25	No
Andover			
Faith Lutheran Church	No	60	Yes
Shawsheen Square parking	No	34	No
Barnstable			
Hyannis, 2155 Iyannough Rd	CCRTA intermodal	182	No
Route 6 @ 132	Nearby store with ticket sales	365	Yes
Bourne			
105 Trowbridge (Tedeschi's)	Nearby store with ticket sales	35	No
Sagamore, 1 Canal St.	Nearby store with ticket sales	377	Yes

(Cont.)

Table 20 (Cont.)
Existing Park-and-Ride Facilities with Private Carrier Bus Service

Municipality/ Stop Address	Station Facility?	Spaces	MassDOT Park-&-Ride?
Boxford			
7 Elm St.	No	15	No
Concord			
Sudbury Road (Crosby Market)	No	56	No
Fairhaven			
72 Sycamore	DATTCO garage	80	Yes
Falmouth			
Depot Ave.	MassDOT depot	51	No
Framingham			
1 Worcester Road, Flutie Pass	No	114	Yes
Route 9 Park & Ride Exit 12	No	120	Yes
Georgetown			
29 East Main	No	110	Yes
Harwich			
Route 6 @ 124	No	75	Yes
Haverhill 219 Lincoln Ave.	No	Part of shopping plaza	No
Kingston			
Kingsbury Plaza	No	100	No
Lawrence McGovern Transportation Center	MVRTA garage and station	Shared with commuter rail	No
Marshfield Roche Brothers	No	Part of super-market lot	No

(Cont.)

Table 20 (Cont.)
Existing Park-and-Ride Facilities with Private Carrier Bus Service

Municipality/ Stop Address	Station Facility?	Spaces	MassDOT Park-&-Ride?
Methuen			
Pellham St.	No	189	Yes
Millbury			
Route 146/Mass Pike #10A	No	446	Yes
New Bedford			
Mt. Pleasant St.	No	201	Yes
Newburyport			
90 Storey Ave.	C&J Bus station	605	Yes
Peabody			
535 Lowell St.	No	100	No
Plymouth			
Long Pond Rd. @ Route 3 Exit 5	Ticket sales at visitor center	200	Yes
Raynham			
Rte. 138 Dog Track	No	150	Yes
Rockland			
Route 228 @ Route 3	No, trailer for ticket sales	440	Yes
Springfield			
1776 Main	Peter Pan	Adjacent to bus terminal	No
Taunton			
10 Oak St.	GATRA/Bloom intermodal	160	No
Broadway (Liberty and Union Plaza)	Broadway (Liberty and Union Plaza)	Restaurant lot	No
Galleria Mall	No	187	Yes

(Cont.)

Table 20 (Cont.)
Existing Park-and-Ride Facilities with Private Carrier Bus Service

Municipality/ Stop Address	Station Facility?	Spaces	MassDOT Park-&-Ride?
Topsfield			
1 Park St.	No	60	No
Tyngsborough			
99 Kendall Rd.	No, ticket sales at trailer	250	Yes
Wareham			
Mill Pond Diner	No	25	No
West Bridgewater			
Rtes. 106 & 24	No	185	Yes
Worcester			
2 Washington Sq.	Union Station	Shared with commuter rail	No

CTPS Observations of Park-and-Ride Facilities

CTPS staff visited the majority of the regional bus park-and-ride locations in the spring and summer of 2012. Facility utilization and conditions were observed directly and are summarized in this section. While there is an understandable range in the physical presence of these facilities, a bare minimum condition should be expected at even the most utilitarian lot. While most locations have shelters and benches available, very few have schedule information or even signage clearly identifying the bus service or services available. The facilities shown in Table 20 are summarized below roughly in order from those that are most complete to those which could be described as minimal or deficient.

The best-equipped park-and-ride locations are at major intermodal terminals. The RTA terminals in Barnstable-Hyannis and in Taunton offer regional bus riders ticket sales, restrooms, and vending machines. The regional bus terminal in Springfield, shared with the RTA, and Union Station in Worcester, shared with commuter rail, offer the same high level of amenities. The Newburyport facility also provides a complete set of amenities but is served only by regional carriers and a nearby RTA service.

Ticket sales counters and accompanying posted schedules are important amenities and provide a meaningful carrier presence. Regional bus tickets are sold at company-owned offices in Fairhaven, a MassDOT-owned depot in Falmouth, and trailers at the Rockland and Tyngsborough park-and-ride lots. Tickets are also sold during peak periods at the visitors' center at the Plymouth park-and-ride lot; tickets must be purchased from drivers at other times.

Tickets can be purchased at local retail establishments at three of the locations listed in Table 20: the stop on Route 6 in Barnstable and the two stops in Bourne near the Bourne and Sagamore Bridges. Bus schedules were also posted at these three locations. No posted schedules were observed at any facilities in Table 20 not offering ticket sales.

Nine of the 12 locations with on-site or local ticket sales have direct service to Logan Airport. These are the five stops on Cape Cod (two in Barnstable, two in Bourne, and one in Falmouth), stops in Plymouth and Rockland south of Boston, and park-and-ride facilities at Tyngsborough and Newburyport north of Boston.

A shelter is an important amenity, since even the most closely timed bus connection will require some amount of outdoor waiting. The larger park-and-ride facilities have shelters, including the two MassDOT lots in Framingham; the McGovern Transportation Center in Lawrence; the MassDOT lots in Methuen, Millbury, and New Bedford; the lot at the Raynham dog track; the lot at the Galleria Mall in Taunton; and the MassDOT lot in West Bridgewater. It should be noted that a schedule display could easily be affixed to a standard bus shelter.

Lots without shelters or benches tend to be the smaller lots, such as those in Acton, Andover, Boxford, Concord, Georgetown, Kingston, Marshfield, Peabody, Taunton (Friendly's stop), Topsfield, and Wareham. Most of these locations are non-MassDOT facilities and either are owned by an adjacent commercial enterprise or are general-purpose municipal lots that allow commuters to park.

Pavement and pedestrian paths were in generally good condition throughout the system of park-and-ride lots. There were a few exceptions: lots in Framingham, Georgetown, and Raynham showed some signs of deterioration of the roadway surface. The lot at the Mill Pond Diner in Wareham was in very poor condition, as was the associated pedestrian path. Shelters at the lots in New Bedford, Raynham, and Rockland appeared to have been vandalized.

Eight of the park-and-ride lots listed in Table 20 were observed by MassDOT staff to be at least 90% occupied during field surveys in September 2011. CTPS staff visited these lots again in the spring and summer of 2012 and observed continued high usage at these locations. These highly utilized facilities are the

Barnstable lot on Route 6, the Bourne lot at the Sagamore Bridge, the Taunton Galleria Mall lot, the Andover Lutheran Church lot, and lots in Kingston, Newburyport, Rockland, and Plymouth. Passengers boarding in Barnstable and Bourne made note of parking lot capacity constraints in the comments section of the CTPS surveys.

MassDOT Park-and-Ride Facilities without Bus Service

There are 16 additional MassDOT park-and-ride lots in the state which are not served by any regional bus service. Eight of these are located in communities that have either fixed-route RTA service or regional service at a different location in the community, as summarized in Table 21 below. It is noteworthy that the unserved lot in Plymouth is much larger than the 200-space lot at the visitors' center, which is the current regional stop in Plymouth.

2.7.2 Importance of Parking

For most regional bus services that provide commuter service to Boston, CTPS surveys show that driving to the bus stop and parking is the primary way passengers reach the bus. Table 22 summarizes how surveyed passengers reached the bus when boarding outside of Boston. Almost all of the stops served by existing Boston commuter regional bus services offer parking. In contrast, many of the Boston commuter bus services which have been discontinued since 1980 offered little if any parking.

The few remaining commuter bus stops without parking include several stops in Lawrence and Andover along MVRTA's Methuen–Boston route, some stops in Marshfield on P&B's Marshfield–Boston route, and stops in Groveland, in downtown Newburyport, and at the high school in Newburyport on the Coach Company's two commuter routes to Boston. Parking is available at other regional bus stops within a five-mile drive of these stops.

Peter Pan's route between Newport, Rhode Island, Fall River, and Boston lacks extensive free parking facilities. Only 36% of riders drive and park at a bus stop, and all these must either use paid commercial parking or hunt for an on-street space. With 25% of riders walking and 30% of riders being dropped-off, this service represents a surviving example of the older system of city center–to–city center regional bus service. Adding free parking at some point on this route could generate meaningful new ridership.

The commuter rail and rapid transit systems also depend to a significant degree on auto access to their services. The commuter rail system and its associated parking extends throughout eastern Massachusetts, and those regional bus services that operate in areas also served by commuter rail must offer competitive travel times and parking options to retain ridership.

Table 21
MassDOT Park-and-Ride Lots with No Regional Bus Service

Lot Location	Number of Spaces
Unserved lots with regional service elsewhere in the community:	
Andover (Dascomb Rd.)	154
Millbury (Exit 11)	140
Plymouth (Commerce Way @ Route 44)	552
Raynham (Carver St.)	79
Wareham (Routes 6/28	122
Unserved lots in communities with fixed-route RTA service:	
Canton (MBTA)	120
Milton (MBTA)	200
Weston (MBTA)	100
Charlemont (FRTA)	75
Ludlow (PVTA)	43
Northampton (PVTA)	81
Northampton (PVTA)	30
Auburn (WRTA)	135
Unserved lots in communities with no fixed-route RTA service:	
Berlin	45
Bridgewater	60
Freetown	33
Mattapoisett	80
Somerset	68
Sturbridge	50

Table 22
Bus Access Mode for Boston-Bound Riders

Carrier/Route	Walk	Drive	Dropped-Off	Another Bus	Boat	Taxi	Other
Bloom							
Taunton–Raynham–W. Bridgewater–Boston	5.7%	81.0%	8.6%	4.8%	0.0%	0.0%	0.0%
C&J							
Newburyport–Boston	3.8%	75.5%	20.8%	0.0%	0.0%	0.0%	0.0%
Coach Company							
Newburyport–Peabody–Boston	12.8%	86.2%	1.1%	0.0%	0.0%	0.0%	0.0%
Haverhill–Groveland–Georgetown–Boxford–Topsfield– Boston	3.6%	92.9%	3.6%	0.0%	0.0%	0.0%	0.0%
DATTCO							
Fairhaven–New Bedford–Taunton–Boston	15.4%	55.8%	16.7%	4.5%	0.0%	7.1%	0.6%
MVRTA							
Methuen–Lawrence–Andover–Boston	26.6%	67.2%	6.3%	0.0%	0.0%	0.0%	0.0%
P&B							
Plymouth–Kingston–Marshfield–Rockland–Boston	3.1%	89.4%	6.8%	0.0%	0.0%	0.6%	0.0%
Hyannis–Bourne–Plymouth–Rockland–Boston	6.9%	63.2%	21.9%	1.1%	1.6%	2.4%	2.6%

(Cont.)

Table 22 (Cont.)
Bus Access Mode for Boston-Bound Riders

Carrier/Route	Walk	Drive	Dropped-Off	Another Bus	Boat	Taxi	Other
Peter Pan							
Woods Hole–Falmouth–Bourne–Boston	15.6%	57.8%	8.9%	0.0%	15.6%	2.2%	0.0%
Newport–Fall River–Boston	25.0%	36.1%	30.6%	2.8%	0.0%	5.6%	0.0%
Springfield–Worcester–Framingham–Boston	18.2%	6.1%	39.4%	27.3%	0.0%	6.1%	3.0%
Providence– Boston	7.9%	21.1%	63.2%	5.3%	0.0%	0.0%	2.6%
Worcester–Flutie Pass commuter–Boston	18.2%	81.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Yankee							
Acton–Concord–Boston	0.0%	90.0%	10.0%	0.0%	0.0%	0.0%	0.0%

Source: CTPS survey

2.8 Fare Structures, Including Potential Integration of Regional Bus and MBTA Fare Structures

2.8.1 Fare Structures

Private regional bus ticket prices are generally higher than MBTA commuter rail tickets for trips of similar distances. The commuter rail fare increase of July 2012 narrowed but did not close this price gap. Most bus carriers, however, offer deep per-trip discounts for riders purchasing 10-ride, 20-ride, or monthly tickets. The cost of regional bus multi-trip options and commuter rail monthly passes are similar over comparable distances. However, the commuter rail pass offers the advantage of also allowing entry to MBTA subway and bus services. Most commuter rail parking lots charge for parking, however, whereas most regional bus parking lots are free of charge.

Table 23 shows the results of a review of in-state regional bus fares in effect in June 2012. Fares per mile traveled for one-way tickets purchased on the day of travel range from $0.16 to $0.71 per mile. The multi-ride tickets sold by most carriers offer significant discounts, sometimes to less than half the one-way fare. Fares per mile per trip for 10-ride tickets ranged from $0.11 to $0.45. On some routes that only operate in peak periods, over 90% of the passengers surveyed were found to utilize multi-ride tickets. The use of multi-ride tickets is summarized in Table 24.

Table 23
Fares Charged per Mile, by Carrier

Carrier	One-Way Ticket	10-Ride Ticket (Single-Ride Cost)
Bloom	$0.29–$0.34	$0.19–$0.23
Boston Express	$0.26–$0.38	$0.16–$0.24
C&J	$0.28–$0.41	$0.13–$0.23
Coach Company	$0.29–$0.63	$0.21–$0.45
Concord Coach	$0.20–$0.22	$0.11–$0.13
Dartmouth Coach	$0.26–$0.28	$0.13–$0.14
MVRTA	$0.17–$0.21	$0.13–$0.17
P&B	$0.27–$0.57	$0.11–$0.26
Peter Pan	$0.16–$0.71	$0.13–$0.29
Yankee	$0.28–$0.33	$0.22–$0.27

Source: CTPS review of bus company websites

Table 24
Percentage of Passengers Utilizing Multi-Ride Tickets, by Route

Carrier/Route	Percentage of Riders Using Multi-Ride Discount Tickets
Bloom	
Taunton–Raynham–West Bridgewater–Boston	94.2%
Coach Company	
Newburyport–Peabody–Boston	98.9%
Haverhill–Groveland–Georgetown–Boxford–Topsfield–Boston	100.0%
C&J	
Newburyport–Boston	63.8%
DATTCO	
Fairhaven–New Bedford–Taunton–Boston	71.5%
MVRTA	
Methuen–Lawrence–Andover–Boston	93.8%
P&B	
Plymouth–Kingston–Marshfield–Rockland–Boston	99.4%
Hyannis–Bourne–Plymouth–Rockland–Boston	57.6%
Provincetown–Hyannis	0.0%
Peter Pan	
Woods Hole–Falmouth–Bourne–Boston	61.4%
Newport–Fall River–Boston	66.7%
Springfield–Worcester–Framingham–Boston	0.0%
Boston–Providence	29.7%
Worcester (Flutie Pass commuter lot)–Boston	90.9%
Worcester (portion of Hartford–Boston service, in-state passengers only)–Boston	18.2%
Hyannis–Providence	0.0%
Providence–Worcester–Springfield–Pittsfield–Albany	0.0%

(Cont.)

Table 24 (Cont.)
Percentage of Passengers Utilizing Multi-Ride Tickets, by Route

Carrier/Route	Percentage of Riders Using Multi-Ride Discount Tickets
Springfield–Amherst (includes one trip to Greenfield)	4.9%
Yankee	
Acton–Concord–Boston	90.0%

Source: CTPS survey

2.8.2 Interaction with the MBTA Rapid Transit System

Upon arrival in Boston, either at the intercity bus terminal at South Station or at one of several on-street stop locations, a substantial number of regional bus passengers transfer to the MBTA subway system to complete their trips. The percent of regional bus passengers transferring to the MBTA is summarized by bus route in Table 25.

As shown in Table 25, the percentage of regional bus riders transferring to the MBTA varies widely. Regional carriers facing a competing commuter rail service have found that making more than one stop in downtown Boston is a powerful competitive tool. By offering a convenient one-seat ride to many passengers, these services result in a smaller percentage of passengers transferring. Similarly, services operated primarily during the peak periods that serve passengers who are mostly headed to a downtown work location have fewer transfers.

Table 25
Percentage of Regional Bus Passengers Transferring to or from MBTA Rapid Transit System

Carrier/Route	Percentage of Riders Transferring
Bloom	
Taunton–Raynham–West Bridgewater–Boston	16.7%
Coach Company	
Newburyport–Peabody–Boston	2.1%
Haverhill–Groveland–Georgetown–Boxford–Topsfield–Boston	0.0%
C&J	
Newburyport–Boston	10.5%
DATTCO	
Fairhaven–New Bedford–Taunton–Boston	28.4%
MVRTA	
Methuen–Lawrence–Andover–Boston	7.9%
P&B	
Plymouth–Kingston–Marshfield– Rockland–Boston	6.8%
Hyannis–Bourne–Plymouth–Rockland–Boston	21.3%
Peter Pan	
Woods Hole–Falmouth–Bourne–Boston	26.7%
Newport–Fall River–Boston	47.2%
Springfield–Worcester–Framingham–Boston	47.1%
Providence–Boston	18.4%
Worcester (Flutie Pass commuter lot)–Boston	9.1%
Worcester (portion of Hartford–Boston service, in-state passengers only)–Boston	45.5%
Yankee	
Acton–Concord–Boston	0.0%

Source: CTPS survey

2.8.3 Interaction with MBTA Commuter Rail

The regional bus passenger survey included a question concerning the mode the rider would choose if the service upon which he/she were being surveyed were unavailable. Many riders on commuter-oriented regional buses listed “other public transportation” as their first option, a response that would likely indicate commuter rail for most corridors.

On buses between Boston and Worcester, several surveyed passengers stated that on that day they would make their return trip via commuter rail; that is, they were traveling in one direction via bus and in the other via train. This would suggest that there could be some value in exploring a common ticket that could be used on either service on the same day in that travel corridor. Regional buses and commuter rail both use Union Station in Worcester, and this was the only corridor where surveyed riders indicated that they would be making a mixed-mode round-trip.

The present bus and commuter rail schedules between Boston and Worcester could be depicted as one common schedule, as shown in Table 26. This combined schedule shows how bus trips presently fill gaps in off-peak commuter rail departures and arrivals.

Table 26
Boston–Worcester Combined Bus/Commuter Rail Schedule

Origin of Bus Service	Leave Worcester	Arrive Boston	Leave Boston	Arrive Worcester	Destination of Bus Service
New York City	4:10	5:00	4:05	5:24	*Commuter rail*
Commuter rail	4:45	6:31	6:50	8:16	*Commuter rail*
Commuter rail	5:15	6:47	7:00	8:20	Hartford
Worcester	5:55	7:30	7:25	8:25	Albany
Commuter rail	5:55	7:36	8:00	9:00	Springfield
Commuter rail	6:35	8:16	9:05	10:31	*Commuter rail*
Commuter rail	7:00	8:28	9:30	10:25	Hartford
New York City	7:15	8:05	10:30	12:05	*Commuter rail*
Commuter rail	7:30	9:03	11:15	12:20	Hartford
Commuter rail	8:30	10:00	12:15	13:15	Albany
Hartford	9:20	10:20	12:22	13:53	*Commuter rail*
Hartford	10:25	11:45	13:00	14:10	Hartford
Commuter rail	10:50	12:25	13:15	14:48	*Commuter rail*
Springfield	11:15	12:20	13:30	14:20	Springfield
Commuter rail	12:20	13:55	14:45	16:18	*Commuter rail*
Albany	12:35	13:35	15:00	16:10	Hartford
Springfield	13:15	14:25	16:05	17:24	*Commuter rail*
Commuter rail	14:10	15:45	17:00	18:00	Hartford
Hartford	14:25	15:20	17:00	18:40	Worcester
Commuter rail	15:25	17:00	17:00	18:20	*Commuter rail*
Albany	16:25	17:25	17:35	18:56	*Commuter rail*
Commuter rail	16:55	18:31	17:55	19:36	*Commuter rail*
Springfield	17:30	18:30	19:18	20:55	*Commuter rail*
Hartford	17:45	18:55	19:30	20:35	Hartford
Commuter rail	18:12	19:53	19:40	20:40	Albany
Hartford	19:40	20:55	20:00	21:05	Springfield
Commuter rail	19:55	21:11	20:35	22:11	*Commuter rail*
Commuter rail	21:30	23:00	22:20	23:56	*Commuter rail*
Springfield	22:00	23:00	23:25	1:01	*Commuter rail*
Hartford	22:25	23:30			
Commuter rail	24:10	1:30			

Source: Public timetables as of October 29, 2012

2.8.4 Potential Integration with MBTA Fare Media

The MBTA automated fare-collection (AFC) system currently makes use of two distinct media types: smart cards with embedded integrated circuits, and tickets with magnetic encoded strips. These two credit card–sized media have been branded the “CharlieCard” and “CharlieTicket,” respectively. CharlieCards and CharlieTickets are read and system entry is allowed using equipment supplied by German vendor Scheidt & Bachmann. The conversion to the new system took five years and was completed in 2007.

The CharlieCard offers a convenient “tap-and-go” capability, and can be used at all MBTA bus and light rail fareboxes as well as at fare-gates at MBTA rapid transit stations. Only CharlieTickets, however, can be used on the MBTA commuter rail network, where they are visually inspected for zone and month.

The MBTA originally contemplated an AFC-II contract, to bring smart card technology to the commuter rail network. As of 2012, however, the MBTA is no longer pursuing an expansion of the AFC system to include smart card use on commuter rail lines. As an alternative, the MBTA has begun a pilot program with Masabi USA to develop a system to sell and distribute commuter rail tickets via a smartphone application.

The MBTA efforts to adapt smartphone fare collection techniques to the needs of the commuter rail system may offer an opportunity to develop a standard device-based media that could also be used by regional bus carriers. The commuter rail and regional bus systems both sell tickets based upon specific pairs of cities or zones, a pricing challenge that the smartphone systems are being designed to address. Given that this is a characteristic of regional transportation systems, the regional carriers could possibly collaborate to implement a bus-specific system.

3 Existing Regulations

This chapter reviews federal and state regulations related to the provision of fixed-route regional bus service.

3.1 Background

Operation of fixed-route bus service between points within Massachusetts is regulated at several different levels of government. These regulations are based on laws that have been enacted over many decades, addressing issues of competition, originally between the steam railroads and later among the emerging local and regional electric railway and bus services. Older sections of the Massachusetts General Laws that are the basis of bus regulation have not always been amended to reflect changes incorporated in later federal and state legislation. Consequently, issues of jurisdiction are not always clear.

This chapter summarizes the various laws and regulations that would have to be complied with in the establishment of new or revised regional bus service in Massachusetts. Some background material on these laws is included to assist in understanding how they have evolved over time and how conflicts have arisen.

3.2 Federal Regulation of Intercity Bus Service

Until 1982, interstate transportation of passengers by bus was regulated by the federal government, through the Interstate Commerce Commission. State jurisdiction over interstate bus routes extended only to intrastate transportation of passengers on those routes. In many cases one carrier held only interstate operating rights on a particular highway, and another carrier held only intrastate rights. Under the Bus Regulatory Reform Act of 1982, the federal government retained control of entry into the interstate bus industry through standards of safety and financial reliability, but regulation of routes and

schedules was abolished. Requirements for registration as a motor carrier are contained in Title 49 United States Code (U.S.C.) Sec. 13902.

Under the 1982 act, states and their political subdivisions were prohibited from regulating intrastate transportation of passengers by any motor carrier operating interstate service on the same route. This regulatory relief extended to buses of an interstate carrier operating entirely intrastate. An exception to this removal of regulatory authority from states was that it did not apply to intrastate commuter bus operations. However, commuter bus operations were not defined in the law. Based on historical usage, the term commuter bus operations would pertain to those on which most riders make repetitive daily trips, often using discounted multiple-ride tickets or unlimited-use passes. (Federal restrictions on state regulation of bus service appear in 49 U.S.C. Sec. 14501.)

3.3 Massachusetts Regulation of Fixed-Route Bus Service

Regulation of bus service by the Commonwealth of Massachusetts is nearly as old as the bus industry itself, with the first regulatory laws having been enacted in 1916. Provisions for bus regulation at the local and state levels were first codified as Chapter 159A of the General Laws in 1931, and this chapter has been amended many times since then. Today, Chapter 159A applies to those intrastate operations over which state and local jurisdiction were not preempted by the Bus Regulatory Reform Act of 1982. Nevertheless, as this chapter stood in 2011, it did not fully address conflicts with other state and federal laws.

Chapter 161A was enacted in 1964, creating the Massachusetts Bay Transportation Authority (MBTA), followed by Chapter 161B in 1973, which authorized the formation of regional transit authorities (RTAs) throughout the state. Certain provisions in Chapters 161A and 161B supersede provisions in Chapter 159A, but Chapter 159A has not been updated to reference those provisions. The three chapters are discussed in detail below.

3.3.1 Chapter 159A

Starting in 1925, statewide regulation of bus service was under the Massachusetts Department of Public Utilities (DPU). In 1998, the DPU was replaced by the Department of Telecommunications and Energy (DTE). In 2007, most of the functions of the DTE, including regulation of bus companies, were transferred to a newly constituted DPU. Some sections of the Massachusetts General Laws enacted between 1998 and 2007 have not been updated to reflect the return of the DPU. In this discussion, all powers now held by the DPU are referred to as such, even if the laws still refers to these as powers of the DTE.

Massachusetts laws pertaining to bus operation do not define a separate category of intercity bus service. Under Section 1 of Chapter 159A, operators of most fixed-route intrastate bus service within Massachusetts must first obtain licenses from the licensing authority of each city or town within which the route is to operate. The licensing authority is defined as the city council or the town selectmen. If a carrier's application for a municipal license has not been acted on within 60 days, or has been rejected, the law provides that the applicant may appeal to the DPU, which may, after examination of the facts, issue a license in lieu of one from the municipality. Chapter 159A designates the Massachusetts Department of Transportation as the licensing authority for operation over any road formerly under the jurisdiction of the Massachusetts Turnpike Authority or the Metropolitan District Commission.

Under Section 2 of Chapter 159A, every municipal license for fixed-route bus service must specify the route or routes over which the service is to operate and may limit the number of vehicles to be operated. The operation must also conform to such rules or regulations as the licensing authority adopts. Chapter 159A does not mention regulation of stop locations within a municipality, but it is apparently allowed under the general provision for rules and regulations. In addition, Massachusetts General Laws Chapter 40, Section 22, provides that cities or towns may make ordinances, bylaws, or rules "for the regulation of carriages and vehicles used therein."

Under Section 3 of Chapter 159A, for a proposed route of 20 or more miles in length, if a carrier has obtained municipal licenses from the two end communities and all but one intervening community, or from all but two intervening communities if there are more than seven, the DPU may issue a license for service through the one or two communities from which municipal licenses have not been obtained; such licenses from the DPU are restricted to closed-door operation. This power by the DPU to override a decision by a community is similar to its power enumerated in Section 1.

Section 7 of Chapter 159A provides that in addition to obtaining municipal licenses, an operator of fixed-route intrastate bus service must obtain from the DPU a certificate declaring that public convenience and necessity require the operation. Like the municipal licenses, the certificate must specify the route or routes over which the service is to operate. It may also contain conditions including an expiration date. Chapter 159A, Section 7A allows for the transfer between carriers of these DPU certificates and the associated municipal licenses, in whole or in part, subject to approval of the DPU. A full summary of DPU certificates of public convenience and necessity (CPCNs) issued to bus operators still in business in Massachusetts is included in the appendix of this study.

Section 7 also allows for revocation for cause of a certificate by the DPU after a public hearing. Section 4 provides that municipalities may also order the revocation of licenses they have issued for fixed-route bus operation. However, if the licensee does not consent in writing to an order within 30 days, the revocation is invalid unless approved by the DPU.

Section 11A specifies that Chapter 159A regulations do not apply to school bus services operated by a private carrier under a written contract with a municipality, municipal board, or school, provided that such operation is paid for through general funds rather than user charges.

Historically, it has generally been the practice of the DPU not to grant authority for more than one carrier at a time to operate a given bus route. The purpose of this policy has been to maintain the financial viability of routes that could not withstand competition. However, state law does not appear to prohibit issuance of operating rights for the same route to more than one carrier at the discretion of the regulatory agencies. There have been cases of overlapping rights being granted to two or more carriers when it appeared that no individual carrier was willing and able to provide enough capacity to meet expected demand. For example, after the New Haven Railroad discontinued passenger service between Boston and Cape Cod, Almeida Bus Lines and the Plymouth & Brockton Street Railway Company were both granted rights to operate buses between Boston and Hyannis.

3.3.2 Chapter 161A

The act that created the MBTA in 1964 both exempted it from much state and local regulation and transferred to the MBTA some of the regulatory powers that had been exercised by the DPU. Specifically, Section 3(i) of Chapter 161 A exempts the MBTA from municipal licensing requirements for bus routes as well as from regulation by the DPU except concerning matters of safety, routes and schedules not being considered matters of safety.

Under Section 5(k), concerning private carriers operating within the MBTA district either independently or under contract with the MBTA, the MBTA is given the same regulatory powers as the DPU, except with respect to matters of safety. In practice, this has allowed the MBTA to issue certificates of public convenience and necessity for routes entirely within its district and to approve or disapprove of transfers between carriers of existing certificates for service entirely within the MBTA district. The DPU has retained jurisdiction over issuance or transfer of certificates for routes partly or entirely outside the MBTA district.

New certificates issued by the MBTA between 1964 and 1982 stipulated that they would become invalid if the MBTA determined that service by the certificate holder was infeasible and that the MBTA intended to implement new

service on the same route either directly or through a contract with another carrier. In mid-1982 the MBTA stopped issuing new certificates of public convenience and necessity, instead executing what it called “service agreements” with carriers seeking new certificates.

Service agreements differed from certificates mostly in that they included expiration dates ranging from a few months up to five years. The purpose of this change was to prevent carriers from seeking monetary compensation for revocation of certificates for routes they were either no longer operating or on which they were providing inadequate service.

The boundaries of the MBTA district have changed over time. When the MBTA was first established in 1964, the district was specified in Chapter 161A, Section 1 as the 14 cities and towns of the former Metropolitan Transit Authority district and 64 surrounding cities and towns that were then in the Boston Standard Metropolitan Statistical Area. One additional town subsequently joined but later withdrew. Separate formulas were applied for assessment of shares of the net cost of service among the two groups of communities; the 14 cities and towns were assessed at a higher rate than the 64 (or 65) cities and towns. These were often referred to simply as the “inner 14” and the “outer 64 (or 65).”

Under legislation enacted in 1999, the MBTA district was expanded to 175 cities and towns. These included the former 78 cities and towns and 97 additional ones. Each of the added 97 had in 1999 either operating or under construction an MBTA commuter rail station within its boundaries or within a directly bordering city or town.

For purposes of assessment of the net cost of service, the 175 cities and towns were divided into three groups. A group of 14 cities and towns were the same as the previous inner 14. Of the former group of 64 cities and towns, 51 were served directly in 1999 either by MBTA bus, rail rapid transit, or commuter rail or by the MBTA’s paratransit service, THE RIDE. These were included in a new assessment group of 51 cities and towns. The other 13 were placed along with the 97 added communities in the new category of “other served communities”; all 110 of these communities have an MBTA service in a neighboring community.

The language in Chapter 161A pertaining to regulation by the MBTA of private carrier bus service within the MBTA district was moved from Section 5(k) to Section 5(j) but not amended by the 1999 legislation. It is therefore somewhat unclear as to the MBTA’s jurisdiction over routes that are entirely within the 175 city and town district but are not entirely within the former 64 city and town district. Section 5(j) refers to the powers extending to “the area constituting the authority at the time the authority is established,” but that could be interpreted

either as the time of establishment in 1964 or the time of reestablishment in 1999.

3.3.3 Chapter 161B

Chapter 161B authorized the creation of RTAs throughout Massachusetts. Unlike the MBTA, the RTAs are prohibited by Section 25 of this chapter from operating any mass transit services directly. In contrast, Section 6(f) empowers RTAs to contract with other parties to operate transit service within their districts. Under Section 6(i), operators of such contract bus services must still obtain municipal licenses for the routes involved if they do not already have them. However, this section also exempts RTAs from DPU jurisdiction, except concerning matters of safety. Consequently, DPU-issued certificates of public convenience and necessity are not required for bus routes operated under contract for RTAs.

Any private company that operated bus service with the proper licenses and certificates within an RTA district area prior to the formation of the RTA was authorized under Section 8(j) to continue to do so without a contract from the RTA. The company may also implement without a contract additional services if authorized by the RTA, subject to approval of the DPU. In effect, this means that if the company does not already hold a certificate of public convenience and necessity for the additional service, it must obtain one from the DPU, but that the RTA would be empowered to block the granting of such a certificate. In the case of a dispute over competing DPU and RTA regulatory powers, Section 16 empowers the DPU to resolve the issue.

Overlapping MBTA and RTA Jurisdictions

Section 2 of Chapter 161B specified 10 RTAs that could be organized under that chapter and listed individual cities and towns that could be included in each RTA. All of these were entirely outside of the limits of the then 78-municipality MBTA district, and there was no overlap between any two proposed RTAs.

Eventually all 10 originally authorized RTAs were organized. As permitted in Section 3, most RTAs have expanded to include cities and towns not specified in the original legislation. In contrast, several municipalities that were listed as potential RTA members have not joined one.

Section 3 also authorized the formation of RTAs in addition to those specifically authorized in the legislation. These new RTAs could not overlap the MBTA district, and four additional RTAs were organized under the original Section 3 guidelines. A subsequent amendment permitted RTAs to include cities or towns within the 78 municipality MBTA district in which the MBTA operated no fixed-route bus service. Several RTAs subsequently expanded

their membership to include municipalities in the MBTA district; MWRTA, serving the MBTA district's MetroWest area municipalities, is the only new RTA that has been formed under this amendment.

The 97 additional municipalities incorporated into the MBTA district in 1999 are the municipalities that have joined MWRTA since its creation in 2006, the entire service areas of CATA, LRTA, MVRTA, BAT, and GATRA, portions of MART and WRTA, and the SRTA community Freetown. The RTAs in western Massachusetts (BRTA, FRTA, and PVTA) as well as the three RTAs serving the Cape and Islands (CCRTA, VTA, and NRTA) do not overlap with the expanded MBTA district.

Section 3(i) of Chapter 161A grants to the MBTA the power "To provide mass transportation service, whether directly, jointly, or under contract, on an exclusive basis, in the area constituting the authority." The provision of mass transportation service in an RTA district is also an exclusive power of the RTAs, according to Section 6(i) of the RTA enabling legislation, Chapter 161B. With overlapping MBTA and RTA district municipal membership, these two provisions are clearly inconsistent.

The MBTA is granted wide operational latitude in its enabling legislation. Section 5(j) of Chapter 161A provides that "whenever the authority desires to add new routes for service in any area, it shall give preference in the operation of such routes to the private carrier then serving such area unless the authority concludes that such carrier has not demonstrated an ability to render such service according to the standards of the authority, that such service can be operated directly by the authority at substantially lesser expense to the authority and the public than if operated by such private carrier, or that for substantial and compelling reasons in the public interest, operation by such private carrier is not feasible."

The RTA enabling legislation, Chapter 161B, requires that all bus service provided for RTAs must be operated by parties other than the RTAs themselves. These other parties can include "government agencies, municipalities, authorities, private transportation companies, railroads, corporations, and other concerns." To the extent that private carriers are operating service in parts of an RTA that are now also part of the expanded MBTA district, either independently or under contract with RTAs, these private carriers are granted by Chapter 161A first priority for operation of any new routes initiated by the MBTA in those areas.

In practice, since 1999 the MBTA itself has not initiated new bus services in communities with joint MBTA/RTA district membership. All new bus services in these communities either have been added at the direction of the RTA or have been introduced by private carriers operating without contracts.

4 Boston Area Terminal Activity and Capacity

This chapter reviews regional bus stop activity and conditions within and near Boston, including the operations at the South Station bus terminal, local curbside stops within Boston, and service to Logan Airport.

4.1 South Station Terminal

The South Station bus terminal is the largest regional bus facility in New England. Of the 18 carriers serving Massachusetts, 12 utilize the South Station bus terminal as their primary stop in Boston.

The South Station facility opened in 1995 with 29 gates, replacing three separate interim station facilities. Formerly, Bonanza Bus Lines (now part of Peter Pan) stopped near Back Bay Station, Greyhound stopped on Atlantic Avenue next to South Station Track 1, and Trailways and other carriers used a facility in the median of the old surface artery near Dewey Square. Trailways had moved from its Park Square terminal in 1980, and Greyhound had left its St. James Street terminal in 1992. The Park Square and St. James Street facilities were sold and redeveloped, the former becoming the site of the State Transportation Building.

4.1.1 South Station Terminal Fees and Arrangements

The MBTA owns the South Station Bus Terminal. The MBTA has contracted for Newmark & Company Real Estate, Inc., to serve as the managing agent for the terminal. Bus carriers negotiate a license with Newmark for the right to utilize specific gates at the terminal. The MBTA and Newmark may terminate one of these use licenses with 60 days' notice.

In addition to lease fees for gates and ticket counters, bus companies are required to pay a departure fee for each scheduled trip from the terminal, the fee being $8.00 per bus in 2011. Bus operators must supply the terminal

management with a copy of their timetable so that the terminal information displays can be updated. Carriers are allowed to install a ticket scanning machine next to each dock assigned them for boarding.

Bus operators must comply with an extensive list of operating rules, many of which are safety related. Discharging passengers in an unauthorized area, unauthorized docking at the dock of another carrier, and parking buses on ramps trigger fines. Buses are not allowed to pick up passengers on streets adjacent to the terminal.

4.1.2 Review of Operations

The South Station Bus Terminal is one of the busiest in the country. Greyhound's website claims that in 2010 Boston was its 6th-busiest terminal in the United States, after New York City, Atlantic City, Los Angeles, Philadelphia, and Washington, D.C.

Bus schedules for all carriers serving South Station were reviewed for October 2011. Total scheduled arrivals and departures vary by day of week, as shown in Table 27.

Table 27
Arrivals and Departures by Day of Week
at South Station Bus Terminal

Day	Combined Trip Arrivals and Departures
Sunday	553
Monday	599
Tuesday	568
Wednesday	568
Thursday	571
Friday	644
Saturday	521

Source: Public timetables

Friday is the busiest day for combined arrivals and departures, as all commuter services from multiple carriers are operating and extra, Friday-only trips provided by multiple carriers to New York City are also scheduled. The typical regional bus has at least 54 seats, implying that with one bus per operation, a total of 17,400 passengers could arrive at South Station on a Friday, and the same number could depart. Not all buses operate full, even on strong travel days. However, bus companies sometimes assign a second or even a third bus to serve heavily patronized scheduled trips.

Table 28 shows the allocation of Friday's 322 arrivals and 322 departures among the 29 available gates. Few bus operations turn immediately to start a new trip. Most buses deadhead between the terminal and a layover location or make a second Boston stop, most often at Logan Airport.

Table 28
Friday Activity by Gate
at South Station Bus Terminal

Gate	Number of Arrivals/
1	22
2	16
3	16
4	23
5	12
6	13
7	18
8	9
9	25
10	25
11	49
12	28
13	24
14	22
15	24
16	31
17	14
18	23
19	36
20	8
21	34
22	10
23	18

(Cont.)

Table 28 (Cont.)
Friday Activity by Gate
at South Station Bus Terminal

Gate	Number of Arrivals/ Departures
24	16
25	27
A1/A2	49
B1/B2	52

Sources: Public timetables and CTPS observation of gate assignments

Carriers attempt to use regularly assigned gates for departures for the convenience of passengers gathering in the waiting area. For arrivals, however, flexibility of arrival gate can be realized where affiliated carriers control multiple gates. Gate groups controlled by affiliated or pooled carriers and the group average arrival/departure activity by gate are summarized in Table 29.

Table 29
Activity by Gates Grouped by Affiliated Carriers
at South Station Bus Terminal

Carrier or Groups of Affiliated and Pooled Carriers	Gates Controlled	Friday Combined Scheduled Arrivals and Departures	Average Friday Arrivals and Departures per Gate
C&J	B1 and B2	52	26.0
Concord, Boston Express, Dartmouth Coach	A1, A2, 14, 15, 16, 17	140	23.3
DATTCO, Megabus	11 and 12	77	38.5
Fung Wah	13 and 25	51	25.5
Peter Pan, Greyhound, Bolt	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 20, 21, 22	231	17.8
Lucky Star	23 and 24	34	17.0
P&B	18 and 19	59	29.5

Sources: Public timetables and CTPS observation of gate assignments

DATTCO and Megabus have the greatest number of scheduled arrivals and departures per gate of any carrier group, with 38.5 operations per gate. It would be impossible to schedule any additional peak-period operations and extremely difficult to add any off-peak service at their two gates.

P&B, C&J, and Fung Wah, each carrier individually controlling two gates, have 29.5, 26, and 25.5 operations per gate respectively. The Concord Coach, Boston Express, and Dartmouth Coach group serves New Hampshire locations through a combined six gates with 23.3 operations per gate.

Peter Pan, Greyhound, and Bolt together control 13 gates, but they have only 231 bus operations on Fridays. With only 17.8 operations per gate, these carriers have the greatest flexibility in bringing arriving buses to an available gate to allow prompt unloading.

Scheduled bus operations by hour at the South Station terminal are summarized in Table 30. The morning peak is between 7:00 and 8:00 AM and has a total of 45 scheduled arrivals and departures. The afternoon experiences a stronger, more extended peak with 55 scheduled operations between 4:00 and 5:00 PM and 54 operations between 5:00 and 6:00 PM. During the afternoon, daily commuter bus departures must operate together with numerous late-afternoon arrivals from New York City and other distant origins by multiple carriers as well as multiple departures from competing carriers to New York City. P&B's two gates have the most operations per gate for these three peak hours.

Six of the 12 carriers serving South Station provide express bus service to New York City. Of the 322 scheduled departures on Friday, the heaviest travel day of the week, 32% are nonstop trips to New York City. The competing carriers offer riders convenient "clock face" departure times; this results in simultaneous departures by multiple carriers and to a lesser degree closely spaced arrivals, both exacerbating terminal congestion. It is unlikely that competing carriers would voluntarily coordinate schedules to reduce terminal congestion.

It should be noted that around holidays and three-day weekends, a large number of extra sections (two or more buses departing at the same time) are added to the regularly scheduled trips. Maintaining such a level of service as a normally scheduled routine would be difficult. During holiday peak travel times, conditions for passengers inside the terminal can be uncomfortable, extra personnel are required to load luggage and assist buses in docking, and activity is spread out during a greater part of the day, including off-peak times when scheduled activity is below the maximum capacity.

The Peter Pan–Greyhound–Bolt group controls enough gates that these carriers could increase operations, even in peak periods. The other carrier groups, with the exception of DATTCO-Megabus, also have the capacity to increase operations, though they would need to avoid scheduling any activity during the half hour between 5:00 PM and 5:30 PM.

It would be difficult for any new or existing carrier to introduce a new high-frequency commuter service to the terminal, as Boston Express did in 2007. The addition of more peak-period trips to existing services would need to be carefully scheduled to avoid conflicts with existing operations.

Table 30
Activity by Hour (All Gates)
at South Station Bus Terminal

Begin	End	Total Arrivals	Total Departures	Total Arrivals/ Departures
1:00	1:59	4	2	6
2:00	2:59	4	2	6
3:00	3:59	3	0	3
4:00	4:59	2	0	2
5:00	5:59	5	2	7
6:00	6:59	14	7	21
7:00	7:59	27	18	45
8:00	8:59	22	14	36
9:00	9:59	13	12	25
10:00	10:59	11	17	28
11:00	11:59	14	17	31
12:00	12:59	15	20	35
13:00	13:59	16	20	36
14:00	14:59	20	18	38
15:00	15:59	16	22	38
16:00	16:59	21	34	55
17:00	17:59	18	36	54
18:00	18:59	22	24	46
19:00	19:59	16	18	34
20:00	20:59	15	12	27

(Cont.)

Table 30 (Cont.)
Activity by Hour (All Gates)
at South Station Bus Terminal

Begin	End	Total Arrivals	Total Departures	Total Arrivals/ Departures
21:00	21:59	13	10	23
22:00	22:59	13	8	21
23:00	23:59	10	9	19
00:00	00:59	7	1	8

Sources: Public timetables and CTPS observation of gate assignments

4.1.3 Possible Methods to Increase Throughput at South Station during the PM Peak Period

Given that the capacity of the South Station terminal is fixed until proposed new development expands the present facility, the problem of increasing capacity can be reframed as a question of how to move more bus passengers out of Boston during the PM peak period. During off-peak periods, many routes have buses stop to pick up passengers at both Logan Airport and South Station, with a single vehicle proving adequate to serve both markets. Some carriers have managed to effectively increase capacity out of Boston by using two vehicles to provide separate services, one from Logan Airport and one from South Station, during the PM peak period. P&B, for example, operates a separate bus from Logan Airport directly to the South Shore and Cape Cod during peak periods, preserving the capacity of its bus serving South Station for evening commuters from that location.

This direct-routing model could be taken one step further. The P&B bus serving South Station also boards passengers at Park Square. If the Park Square commuters could board a separate bus to go directly to the South Shore commuter lots, the vehicle that P&B sends to South Station would be able to commit its entire capacity to passengers boarding at that location.

This approach would require P&B to operate a greater number of buses during the PM peak than it does now. However, P&B anticipates replacing some of its older 40-foot buses with longer buses with more seating. At the very least, the larger buses will increase capacity if they continue to serve both Park Square and South Station. It might be practical, however, for P&B to commit the old 40-foot buses to a new “Park Square Direct” service.

C&J also operates separate trips to serve Logan Airport and South Station in the peak period, allowing the buses that serve South Station during peak periods to devote their entire capacity to commuters from that location.

Boston Express presently operates two routes between Boston and New Hampshire, one to Nashua and Manchester and a second to Salem and Londonderry. Some trips originate at Logan Airport, all of which stop at South Station. Some peak-period trips serve only South Station. If ridership growth results in capacity problems on peak trips, Boston Express could consider operating its PM peak buses from Logan Airport directly to New Hampshire, allowing additional, separate South Station buses to be boarded entirely at South Station, as the C&J buses are during the PM peak.

DATTCO currently operates all Boston service exclusively out of South Station during both peak periods and makes no on-street stops in Boston. CTPS surveys of DATTCO passengers show that 28% are using the MBTA rapid transit system to access the South Station bus terminal (Table 25, Chapter 2). At least 25 of these DATTCO riders reported using the subway to reach “Boston” or “Back Bay,” the lowest level of geographical data obtained from these surveys. While the surveys are unable to indicate whether there is a dense cluster of easily served final destinations for DATTCO’s downtown passengers, DATTCO could consider extending some morning trips to drop off at one or more on-street locations such as Park Square and/or Copley Square (currently used by P&B and Peter Pan). Then, if sufficient riders are availing themselves of the on-street drop-off location, this could indicate sufficient ridership to support an additional afternoon trip originating at the on-street location and bypassing South Station. This would, in effect, increase the capacity of the bus serving South Station.

4.2 Boston Regional Bus Services with Stops at Locations Other than South Station

There are five private carriers and one RTA regional route serving Boston that do not stop at the South Station Bus Terminal:

- Bloom
- Coach Company
- Hampton Jitney
- Limoliner
- MVRTA
- Yankee Line

4.2.1 Curbside Stop Operations in Boston

Four of the carriers that do not utilize South Station, Bloom, Coach Company, MVRTA, and Yankee Line, are primarily commuter operations. Limoliner has, since its inception, operated in Boston only from the Back Bay Hilton hotel. The Hampton Jitney schedules only a few trips a year between Boston and Long Island, coinciding with college and university holiday breaks. Figure 7 shows the downtown Boston boarding locations for these carriers, as well as on-street stops used by carriers that also serve South Station.

Bloom operated into the South Station terminal until 2003, when it moved its operations to a pair of downtown on-street locations. Coach Company, MVRTA, and Yankee Line have always depended exclusively on one or more on-street locations to serve their riders. These three carriers serve North Side commuters and compete to some degree with commuter rail service out of North Station. However, by bringing peak-period commuters beyond North Station to other downtown points including the Back Bay, these companies differentiate their service from commuter rail. There appears to be little likelihood that any of these four commuter carriers or either of the two long-distance carriers not using South Station would be interested in moving operations to the bus terminal even if space were available.

Several peak-period P&B and Peter Pan buses that serve South Station also drop off and pick up passengers at on-street locations. P&B has a peak-period curbside stop at Park Square, which is shared with Bloom Bus. Peter Pan operates one peak-period trip to Worcester, which originates at the Massachusetts State House and also stops at Copley Square. In addition, a Springfield-bound peak-period trip originates at South Station but also stops at Copley Square.

Some carriers make one or more on-street drop-off-only stops during the morning inbound peak but board all outbound passengers during the PM peak period at the South Station terminal. This is the practice of Boston Express, Concord Coach, and C&J, and these drop-off-only locations are not shown in Figure 7. Boston Express and Concord Coach stop at State Street, Park Street, and Tufts Medical Center, and C&J stops at Haymarket Square and the Bank of America building. Concord Coach offers downtown drop-offs on its Concord, New Hampshire, route, while Boston Express only offers the downtown drop-offs on those trips from Manchester, Londonderry, and Salem, New Hampshire, that terminate at South Station and do not continue on to Logan.

Two of the long-distance carriers serving South Station, Fung Wah and Lucky Star, began as curbside operators with stops in Boston's Chinatown. The City of Boston ultimately objected to this practice, citing safety concerns. The City began fining individual buses for illegal parking, and both carriers moved

operations to the South Station bus terminal in 2004. The capacity in South Station to accommodate these carriers became available in part because Bloom Bus had discontinued service to the terminal in 2003 and P&B had reduced service to the South Shore following the opening of the Old Colony commuter rail lines in 1997.

Megabus and Bolt Bus operate primarily as curbside carriers through most of their networks but have used South Station since their initial Boston service. Megabus temporarily relocated to Back Bay Station while South Station was modified to accommodate its new double-decked buses. Given the past history, it is unlikely that the City of Boston would sanction any new curbside operation that would result in buses being parked for longer than a quick pick-up or in passenger boarding activity that, exacerbated by the quantities of luggage associated with long-distance travel, can restrict the use of sidewalks.

4.2.2 Curbside Stop Conditions in Boston

A CTPS review of existing curbside boarding locations for commuter buses in Boston found that none had any signage identifying the stop as a regional commuter bus stop, and some had no bus stop signage at all. Some stops are shared with existing MBTA local bus routes, and several of these have a shelter, presumably for the benefit of the more numerous local bus passengers. The stop locations reviewed included:

- Coach Company, Stuart Street
  The stop is shared with MBTA buses, and there is a shelter at this location. There is no signage indicating Coach Company service.
- Coach Company, Haymarket Square
  The stop is shared with MBTA buses, and there is no shelter. There is no signage indicating Coach Company service.
- Yankee Line and Peter Pan, Copley Square
  This stop is located just beyond an MBTA bus stop. While the MBTA stop has a shelter, it is some distance from the location used by the private carriers. The private carrier stop location is completely unsigned.
- Peter Pan, State House
  This stop is shared with MBTA buses. There is no shelter and there is no signage indicating Peter Pan service.
- MVRTA, 10 Park Plaza, Cambridge Street, and Kingston Street
  There is no indication of MVRTA service at any of the three stops, including the 10 Park Plaza stop, which is shared with MBTA local buses. There are no shelters at any of the three stops, although the Park Plaza and Cambridge Street stops are in front of buildings with sheltered sidewalks.

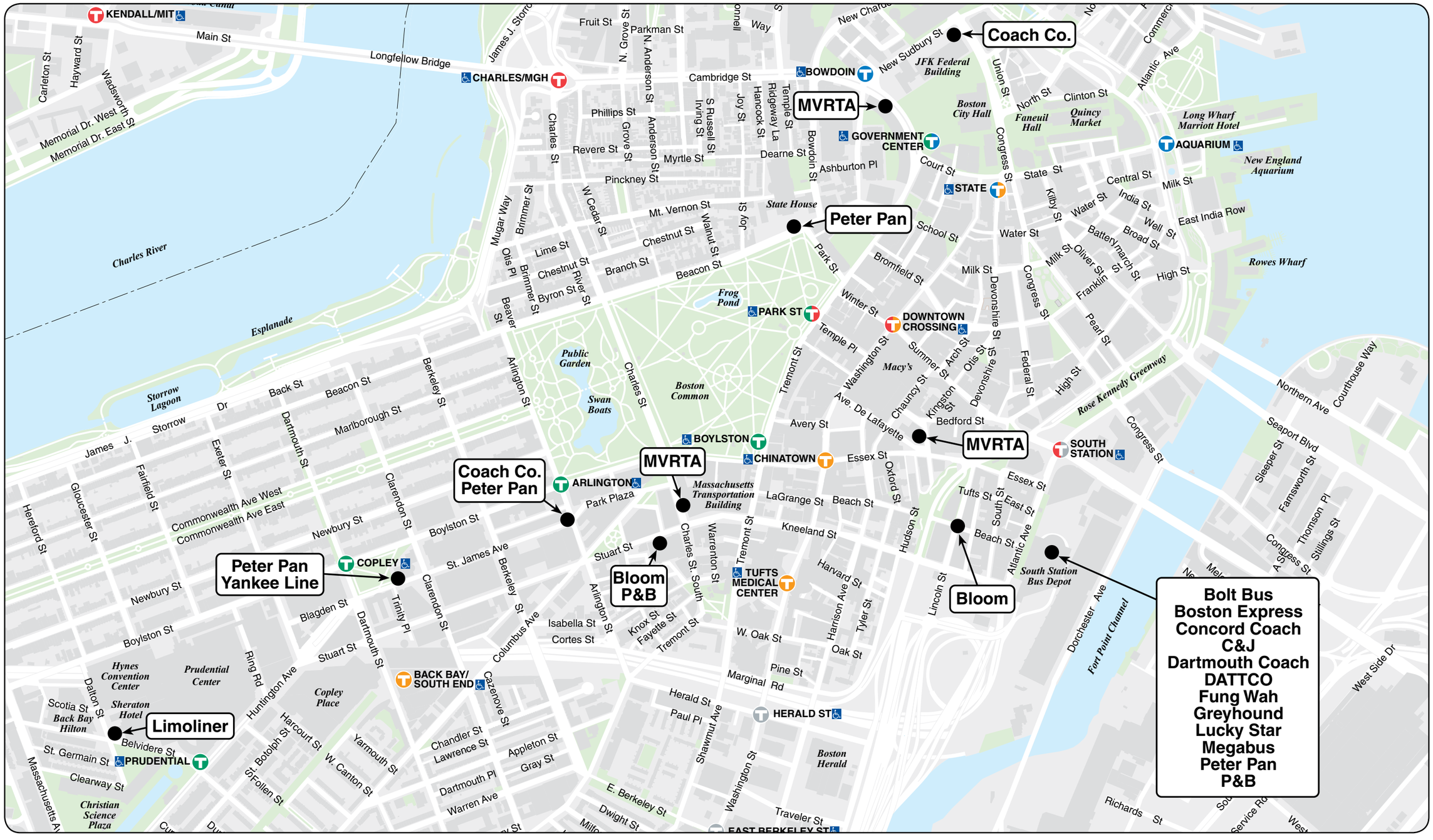


Figure 7
Bus Carrier Stop Locations in Downtown Boston

CTPS

Massachusetts Regional Bus Study

- Bloom and P&B, Stuart Street

  This stop is served by the greatest number of buses, with all Bloom trips and a large percentage of P&B evening peak trips stopping here. There is no shelter and no indication of Bloom or P&B service.

- Bloom, Lincoln Street

  This stop is on the opposite side of an intersection from an MBTA stop, but there is no indication of Bloom service. There is no shelter.

- Limoliner, Dalton Street

  Limoliner has picked up at the Hilton Hotel on Dalton Street since its inception. There is no signage, but staff at the Hilton and nearby Sheraton are familiar with the Limoliner service.

- Hampton Jitney, Copley Square

  This service only operates for several weekends during the year. The MBTA bus stop on Boylston Street at Copley Square is used as the occasional Boston pick-up location.

4.2.3 Potential for Service to Other Locations in Boston (Non-suburban)

Demand

Analysis of MBTA automated fare-collection (AFC) data from September 2010 suggests that many of the commuters who take commuter rail to one of the downtown stations transfer to an MBTA subway line to complete their trips. Assuming similar patterns for commuter services in general (bus or rail), these data could be used to identify locations where passengers might be interested in using direct commuter bus service. MBTA rapid transit fare data were reviewed to identify stations on the network other than North Station, South Station, or Back Bay where a high percentage of passengers utilize commuter rail passes to board the rapid transit network and also use their passes at each of the three downtown commuter rail stations.

For commuters into North Station that transferred to the rapid transit system, the greatest number of pass holders completed their commutes at Back Bay Station on the Orange Line (380), Arlington Street on the Green Line (238), Downtown Crossing on the Orange Line (202), State Street on the Orange Line (174) and Ruggles on the Orange Line (111). Only 36 pass holders used the subway to reach the major employment center at Kendall Square, a consequence of a more direct, frequent bus service provided by the Charles River Transportation Management Association.

A similar analysis was performed for commuter rail passengers arriving at South Station. The greatest number of commuter rail pass holders entering the subway system at South Station completed their commutes at Kendall/MIT on the Red Line (592), Charles/MGH on the Red Line (264), World Trade Center on the Silver Line (214), Harvard Square on the Red Line (174) and Central Square on the Red Line (147).

The patterns revealed in this analysis suggest that, for commuters using the subway to reach a work destination beyond the immediate environs of their downtown commuter rail station, Back Bay, Kendall Square in Cambridge, and the Longwood Medical Area (LMA) are the most important final destinations. While the LMA is only evident in the data above in the 111 pass holders destined for Ruggles Station, the LMA is served by several Green Line stops, Yawkey Station on the Worcester commuter rail line, and Ruggles Station on the Providence, Stoughton, Franklin, and Needham commuter rail lines. Shuttle buses run between Yawkey and Ruggles and between JFK/UMass Station on the Old Colony commuter rail lines and LMA employment locations. Other ridership studies have consistently shown the LMA to be an important final destination for commuter rail passengers.

Potential Routes

Back Bay

Several regional bus carriers presently provide direct service to the Back Bay: Bloom, Coach Company, MVRTA, and P&B all have stops at or near Park Square. Estimates based on the CTPS passenger survey suggest that Park Square boardings make up 40% of Bloom ridership, 57% of Coach Company ridership, 17% of MVRTA ridership, and 15% of P&B Boston ridership. Yankee Line's only Boston stop is at Copley Square, a stop shared with Peter Pan's Worcester commuter trip. Of bus routes serving primarily South Station, DATTCO may have the best potential for extending some trips to a stop in or near the Back Bay.

Carriers that terminate all or most of their service at Logan Airport, with an intermediate South Station stop, would have difficulty adding a stop in the Back Bay without causing delay for passengers bound for Logan. The carriers anchoring most of their service at Logan Airport are Concord Coach, Boston Express, and Peter Pan's Providence division.

Kendall Square

Because Kendall Square is directly connected to South Station and the bus terminal via the Red Line, there would be less potential for existing regional bus carriers serving South Station to consider any direct extension of service to Kendall Square. The travel time for buses originating at Kendall Square to South Station would most likely be greater than the travel time on the Red

Line. Reconstruction of the Longfellow Bridge over the next several years will make bus service between Kendall Square and points in Boston even less attractive.

Longwood Medical Area (LMA)

In order to evaluate the potential for direct regional bus service to the LMA, CTPS reviewed 2008 LMA employment data compiled by the Medical Academic and Scientific Community Organization (MASCO). The MASCO data show that 3,691 people, 8.5% of the LMA workforce, commute from what MASCO defines as the Southeast Corridor. This is the largest percentage from an area outside of the central cities of Boston, Cambridge, Brookline, and Newton. MASCO presently operates its own shuttle bus between JFK/UMass Station and the LMA. The shuttle connects the LMA to MBTA Red Line rapid transit service from Quincy and Braintree, as well as to Old Colony commuter rail trains from Scituate, Kingston/Plymouth, and Middleborough that are scheduled to make stops at JFK/UMass.

Based on demand from the Southeast Corridor, there may be some potential for P&B to extend one Plymouth–Boston commuter round-trip direct to the LMA. The CTPS survey of P&B Plymouth riders shows less than 10 identifying the LMA as a trip end. Despite this relatively small number, extension of a round-trip to the LMA might attract new riders. Given the uncertainty of demand, any trip modified to also serve the LMA should be scheduled in such a way as to avoid a negative impact on existing riders using the Park Square or South Station stops.

4.2.4 Suburban Boston Stop Locations for Long-Distance Regional Bus Service, Actual and Potential

Actual

There are four suburban Boston locations served by regional bus carriers providing longer-distance intercity services. Massport's Logan Express terminal near Shoppers World off I-90 Exit 13 in Framingham is the best developed, with long-term paid parking, restrooms, and an indoor waiting area. Greyhound and Peter Pan regional buses will stop at the Massport Logan Express terminal, but both companies request that passengers make reservations ahead of time. If no passengers are ticketed to board or alight at the terminal, the carriers may express a bus past the Framingham stop.

A second location in Framingham, the MassDOT park-and-ride lot near I-90 Exit 12, also has long-distance bus service. Limoliner, carrying passengers between the Back Bay Hilton and New York City, stops at this location to receive New York–bound passengers only.

The other two locations outside of downtown Boston with long-distance bus service are the Alewife Red Line station in Cambridge and the Riverside Green Line station in Newton. World Wide Bus initiated a service between Alewife and New York City in 2010, with a stop at Riverside to serve passengers between Riverside and New York. World Wide currently provides the only regular regional bus service at either of these two locations, although Hampton Jitney's infrequently scheduled service also stops at Riverside.

The Riverside Line was completed in 1959, and the transit authority constructed a small depot at Riverside for use by intercity buses. This location has been served continuously by various carriers since 1959. In 2010, just as World Wide Bus began stopping at Riverside, both Greyhound and Peter Pan discontinued service there. Greyhound and Peter Pan later resumed stopping at Riverside, but then discontinued service again.

Potential

The Alewife Red Line station opened in 1985 and was designed with enough busway capacity to accommodate regional buses in addition to the MBTA's own local bus routes. World Wide's service is the first regularly scheduled regional bus service to utilize the facility.

Prior to World Wide's establishing service from Alewife, at least two operators were interested in operating curbside service from the Harvard Square area of Cambridge direct to New York City. Crystal Transport, under contract to Vamoose Bus, briefly operated this route, but service was suspended after the City of Cambridge required the carrier to obtain a jitney license.

CTPS has not surveyed riders of long-distance bus services that serve only one location in Massachusetts, with the next-closest stop being in a different state, such as the several nonstop Boston–New York City services. Consequently, a ready source of information about origin points of long-distance passengers is currently not available, and identifying potential intermediate stops for long-distance routes requires a different analytical approach.

Examination of the existing Riverside and Alewife bus stops is instructive. They have two physical characteristics in common: long-term parking is available at both locations, and the MBTA busways have enough available capacity to accommodate layovers of regional buses. Review of other MBTA suburban rapid transit facilities may confirm the presence of similar physical characteristics. Quincy Adams Station on the Red Line appears to be a potential candidate to host a regional bus stop; the busway at Quincy Adams is not at capacity, and the station includes a large garage facility that allows for long-term parking.

4.2.5 Service to Logan Airport

Regional Bus Services That Serve Logan Airport

Several regional bus carriers provide service direct to Logan Airport; this includes one service that exclusively serves the airport and not South Station, and multiple carriers which serve both South Station and Logan Airport.

Logan Express service connects remote parking facilities in Peabody, Woburn, Framingham, and Braintree directly with Logan Airport and is operated by bus companies under contract with Massport. Service to both Woburn and Braintree is operated by Paul Revere Transportation, service to Framingham is operated by Fox Bus Lines, and the Peabody service is operated by McGinn, an affiliate of P&B. Massport pays the contractors a fixed price per hour of service and retains the fare revenue. This service does not stop anywhere in Boston except the airport.

Six of the 12 carriers serving South Station also operate extensive through-service to Logan Airport, while a seventh operates limited service to Logan. Massport presently charges a ground access fee of $8.00 per trip for fixed-route service operating to or from Logan.

The four primary carriers serving New Hampshire, C&J, Concord Coach, Dartmouth Coach, and Boston Express, operate all off-peak buses and a large percentage of peak-period buses through to Logan Airport on all their routes. Concord Coach and C&J also schedule some trips to operate direct to Logan Airport without a stop at South Station.

Some Greyhound trips originating in Montreal drop off at Logan, representing Greyhound's only service at the airport.

P&B operates extensive service to Logan on its Hyannis–Boston route, with all off-peak service and a large percentage of peak service operating to Logan. These trips are supplemented during peak periods by buses direct to Logan Airport without a stop at South Station.

Peter Pan operates through service to Logan on the Woods Hole–Falmouth–Boston and the Providence–Boston routes, but does not offer through service to Logan on any other route. Peter Pan will sell through-tickets from other locations in its network, such as Fall River, Worcester, or Springfield, to Logan, but these passengers must transfer at South Station.

As mentioned above, Concord Coach, C&J, and P&B separate part or all of their service to Logan into separate trips which do not stop at South Station. C&J separates Logan service on weekdays between 7:30 AM and 10:15 AM inbound and between 3:10 PM and 7:10 PM outbound. P&B does this for all Hyannis-route weekday service between 7:00 AM and 9:30 AM inbound and

between 3:45 PM and 5:45 PM outbound. Concord Coach operates separate trips direct to Logan Airport on its Portland route. Unlike on C&J and P&B, these separate trips direct to Logan Airport operate seven days a week and are scheduled for both off-peak and peak periods. Concord Coach does not normally schedule separate trips to Logan Airport for its New Hampshire routes.

Currently all service to Logan Airport operated by Boston Express, Dartmouth Coach, and Peter Pan operates via South Station with no trips on these routes going directly to Logan Airport. Should demand grow for commuter services on these routes, there is some potential to expand capacity at both the South Station and the Logan Airport stops by operating separate trips, especially during peak periods.

Regional Bus Services That Do Not Serve Logan Airport

Six regional carriers operate routes to Boston from points in Massachusetts but do not provide service to Logan Airport:

- Bloom Bus
- Coach Company
- DATTCO
- MVRTA
- Peter Pan (except the Providence and Woods Hole/Falmouth routes)
- Yankee Line

Coach Company, MVRTA, and Yankee Line only operate fixed-route services during peak periods. Since airport access is an all-day travel market, these three carriers may not be well suited to operate routes to Logan Airport.

Peter Pan serves Logan directly on two routes, Woods Hole–Falmouth–Boston and Providence–Boston, and sells through tickets from other locations such as Hartford, Worcester, and Fall River. Passengers from these locations must transfer at South Station.

Bloom and DATTCO are the two carriers which neither serve Logan Airport nor offer any through-ticketing to Logan Airport via other carriers. They do, however, operate trips outside commuter hours, potentially matching Logan Airport's all-day-access requirements. Taunton is served by both Bloom and DATTCO, while New Bedford is served by DATTCO. There is presently no direct service to Logan Airport from either community.

A CTPS survey of DATTCO riders showed that a small percentage of existing passengers were traveling from Logan Airport and had transferred either via taxicab or the MBTA's Silver Line to reach the DATTCO service at South Station. This suggests there might be some demand for an additional stop at Logan Airport if DATTCO were to extend some of its existing service.

4.3 Midday Layovers for Regional Buses in Boston

Regional carriers presently follow different practices for parking buses during the midday. Carriers offering primarily commuter service generally have a large number of buses arriving in Boston within a short time window in the AM peak, park the buses during the entirety of the midday, and then have the buses depart during the PM peak.

Longer-distance routes generally have arrivals and departures spread out throughout the day. Depending on bus rotation cycles, the arriving vehicle may only lay over for a short time before a departure or may go to another location for cleaning and fueling before returning for a departure. Massport provides facilities at Logan Airport for regional carriers to park buses during layovers.

The following sections provide more detail about the midday layover practices utilized by the various carriers providing regional bus service to Boston.

4.3.1 Commuter Carriers

Routes that are primarily commuter services bring a large number of buses into Boston during the AM peak but do not require the equipment again until the start of the PM peak. This results in a need for buses to be either parked in Boston in the midday from approximately 9:00 AM to 4:00 PM or deadheaded back to the carriers' garages, which are usually near the suburban origin points for the services. There are over 30 buses each day which need to either park in Boston or deadhead to carrier garages outside of Boston to park. The bus operators requiring a midday layover of commuter buses are:

- Bloom:

  Bloom does not park any buses in Boston, and any required layovers are at Bloom's garage in Taunton (located next to the Taunton bus station).

- Boston Express:

  There are eight Boston Express buses from Londonderry/Salem, New Hampshire, and one from Nashua that do not continue beyond South Station to Logan Airport. These nine buses must be parked during the midday period.

- C&J:

  C&J operates nine peak-period buses, five of which layover in Boston and four of which lay over at Logan Airport.

- Coach Company:

  Coach Company's seven buses are garaged in Plaistow, New Hampshire, but begin their morning runs in Haverhill or Newburyport. All vehicles must either deadhead to Plaistow or find parking in Boston.

- Concord/Dartmouth Coach:

  All Concord Coach buses from Concord and all Dartmouth Coach buses operate to Logan Airport, where they can lay over. The Concord Coach Maine route has four trips that terminate at South Station, and the buses that serve this route must layover near downtown.

- DATTCO:
  DATTCO deadheads three buses each morning to its garage in Fairhaven. It had previously parked these buses on Traveler Street in the South End.

- MVRTA:

  MVRTA utilizes four buses in regional service, all of which deadhead back to the garage after the AM peak period and return for the PM trips. The regional-service drivers also work on local MVRTA runs.

- Peter Pan:

  Peter Pan has a garage facility in nearby Chelsea where buses can lay over.

- Plymouth & Brockton:
  P&B parks 11 buses at space leased from Massport along Haul Road in South Boston and two buses on Traveler Street near the Turnpike in Boston's South End. In addition, up to 11 buses lay over at different times during the day at Massport's bus parking facility at Logan airport.

- Yankee Line:

  The Yankee Line garage is located in Boston and is the parking location for the bus used in commuter service.

4.3.2 Non-Commuter Carriers

Long-distance intercity carriers are more likely than commuter carriers to turn around equipment expeditiously for use on some midday departure. Also, coaches can be driven to maintenance facilities for washing, fueling, restroom cleaning, and other servicing between runs; the vehicles can then return to the South Station terminal ready for their next trip.

Several carriers have support facilities in or near Boston. Greyhound and Bolt have a garage facility in South Boston, and Peter Pan has a garage in Chelsea. DATTCO has a maintenance facility in Randolph which is also utilized by the Megabus service. Limoliner is based in Stoughton. World Wide Bus does not operate to downtown Boston, and its vehicles lay over at the MBTA's Riverside commuter parking lot as required.

5 The Bus Fleet

This section describes the existing bus fleet utilized by private, Massachusetts-based regional carriers on regional intercity and commuter routes operated within the state or of which a significant portion is operated within the state.

5.1 Fleet Make-Up and Vehicle Requirements

Each weekday, a total of 79 buses are required to operate all the private regional carrier routes, intercity and commuter, operating primarily within Massachusetts. An industry-standard 20% spare ratio implies that there are an additional 17 buses among the regional carriers undergoing some level of maintenance. This gives a total of 95 buses serving the current regional bus network in Massachusetts.

Assuming a useful life of 12 years for coach-type buses, the fleet should be replaced at an average rate of eight buses per year. Bus acquisitions would need to exceed this in order to provide enough vehicles to improve frequencies on existing routes or to initiate new routes.

A database compiled by the American Public Transit Association (APTA) in 2011 shows that over-the-road coaches purchased that year by public sector agencies cost approximately $550,000 each, on average. In 2012 dollars, it would require an annual investment of $4.4 million to replace eight buses per year.

The Commonwealth has received a grant from the FTA to purchase 30 over-the-road coaches for lease to private carriers operating regional bus service in the state. At current levels of service, this represents 3.75 years of coach purchases in a normal replacement cycle.

Table 31 lists the vehicle requirements for the regional intercity and commuter bus routes operating in Massachusetts that make multiple stops within Massachusetts. All of these services utilize full-size, over-the-road coaches, primarily 45 feet long, but some older, 40-foot models are still in service. None

of these services utilizes vans, small-truck-chassis school-type buses, or two-axle transit buses. The majority of these buses are built by Motor Coach Industries (MCI), although some fleets also include buses built by Prevost, Van Hool, or Setra. All coaches include baggage compartments, individual reclining seats, and restrooms—all standard amenities on over-the-road coaches. Several carriers have now installed Wi-Fi equipment in their fleets. At least a portion of each carrier's fleet is wheelchair-lift equipped, but a large number of non-lift-equipped buses remain in the fixed-route network fleet. The carriers' fleets are described below. Not included in the table are routes on which the majority of passengers are traveling to locations outside of Massachusetts or routes that make only one stop in Massachusetts. The table does include carriers that are not based in Massachusetts.

Table 28
Present Peak Vehicle Requirement for Regional Intercity and Commuter Routes with Multiple Stops in Massachusetts

Carrier/Route(s)	Buses Required
Bloom	
Taunton–Raynham–West Bridgewater–Boston	4
C &J	
Dover–Portsmouth, NH–Newburyport–Boston	14
Coach Company	
Plaistow, NH–Newburyport–Boston	2
Haverhill–Georgetown–Boxford–Topsfield–Peabody–Boston	5
DATTCO	
Fairhaven–New Bedford–Taunton–Boston	5
P&B	
Hyannis–Bourne–Plymouth–Rockland–Boston	16
Plymouth–Kingston–Rockland–Boston	5
Duxbury–Marshfield–Rockland–Boston	2
Hyannis–Provincetown Local	2 (1 off-season)

(Cont.)

Table 31 (Cont.)
Present Peak Vehicle Requirement for Regional Intercity and Commuter Routes with Multiple Stops in Massachusetts

Carrier/Route(s)	Buses Required
Peter Pan (Prov. Div.)	
Woods Hole–Falmouth–Bourne–Wareham–Boston	4
Newport, RI–Fall River–Boston	3
Hyannis–New Bedford–Fall River–Providence	3
Albany, NY–Pittsfield–Lenox–Lee–Springfield–Worcester–Providence	2
New York City, NY–Lee–Lenox–Pittsfield–Williamstown	2
Peter Pan	
Springfield–Worcester–Framingham–Boston	5
Amherst–Boston (seasonal)	N/A
Springfield–Holyoke–Northampton–South Hadley–Amherst–Deerfield–Greenfield	3
Concord–Manchester–Nashua, NH–Lowell–Leominster–Worcester	1
Springfield–Agawam Six Flags (seasonal)	N/A
Yankee Line	
Acton–Concord–Boston	1
Total	79

5.1.1 Fleet Descriptions of Carriers Based in Massachusetts

Bloom

At the end of 2011, Bloom had five buses available for commuter service. Companies affiliated with Bloom own additional vehicles for charter and school contract work; these are not considered part of the commuter bus fleet. All five commuter buses are restroom and Wi-Fi equipped, but only one is wheelchair-lift equipped. Three were built in 1995 and are 45 feet long, and two were built in 1997 and are 40 feet long. The average fleet age was 15.2 years, and average miles per bus was just over 1 million.

Coach Company

At the end of 2011, the Coach Company had 20 coaches. All are 45 feet long and are restroom equipped, but only two have wheelchair lifts. One is owned by MassDOT. The average fleet age was 10.2 years, and average miles per bus was 611,000.

DATTCO

DATTCO owns a large fleet of vehicles based in Massachusetts and Connecticut. The New Bedford–Boston service currently uses five 45-foot buses plus one spare. All buses are restroom and Wi-Fi equipped, and two have wheelchair lifts. One of these buses was built in 2001, two in 2002, and three in 2004; the average fleet age at the end of 2011 was 8.2 years, and the average miles per bus was 696,000.

Peter Pan

Peter Pan operates a large fleet throughout the Northeast. Bus assignments change often enough that a specific vehicle pool dedicated to Massachusetts or New England cannot be identified. In September 2011, there were 222 buses in the Peter Pan fleet for all of its divisions combined. Two-thirds of the fleet (149 buses) have wheelchair lifts. The fleet has 65 buses (29%) built before 2000; the oldest bus was built in 1994. Seven 1998 buses are owned by and leased from MassDOT, another three 1998 buses are leased from PVTA, and one 2006 bus is leased from GATRA. The average fleet age was 8.8 years, and average miles per bus was 811,009.

Plymouth & Brockton

At the end of 2011, P&B had 46 coaches in its fleet. Fifteen are 40-foot coaches, 8 of which were built before 1994 and have two-stroke engines, which pollute more than modern diesel engines. The remainder are 45 feet long and have modern diesel engines. All 46 coaches are equipped for, but none currently support, Wi-Fi. Only 27 of these coaches have wheelchair lifts. Fifteen of these coaches are owned by an RTA or MassDOT, and 2 additional buses are co-owned by P&B and MassDOT. The average fleet age was 10.1 years, and average miles per bus was 599,777.

Yankee Line

Yankee Line has one 1998 MassDOT-owned vehicle in its fleet that is used on its commuter run. The vehicle has operated close to 350,000 miles since entering service.

6 Network Coverage

This chapter discusses the coverage provided by the state's network of regional intercity bus and commuter rail routes. First, underserved areas in the state are identified by examining buffers surrounding regional intercity bus and commuter rail stops in relation to the location of population density and several other socioeconomic and trip-generating indicators. Potential services to these underserved areas are discussed. Second, the strengths and limitations of the network in connecting key destinations throughout the state and adjacent states, including New York City are evaluated. Finally, connectivity with the national intercity bus network is discussed.

6.1 Underserved Areas

6.1.1 Identification of Underserved Areas

All of the large urbanized areas within the state have direct access to regional bus service or to commuter rail service. The majority of communities with significant population density are within five miles of a regional bus or commuter rail stop.

The Federal Bureau of Transportation Statistics (BTS), in its report, *The U.S. Rural Population and Scheduled Intercity Transportation in 2010: A Five-Year Decline in Transportation Access*, identifies Massachusetts as having 100% coverage for access to intercity transportation in rural areas. The BTS definition of having access is living within 25 miles of an intercity regional bus stop, rail station, or airport; 100% coverage means that 100% of the population has access.

Using a stricter access criterion of a 10-mile distance to a regional fixed-route bus or rail stop, statewide coverage remains good, but does not achieve 100%. Figure 8 shows the present network with 5-mile and 10-mile buffers surrounding existing stops in the state. The majority of the state's area is within 5 to 10 miles of a stop. The following analyses of coverage in relation to various characteristics are in terms of 5-mile buffers.

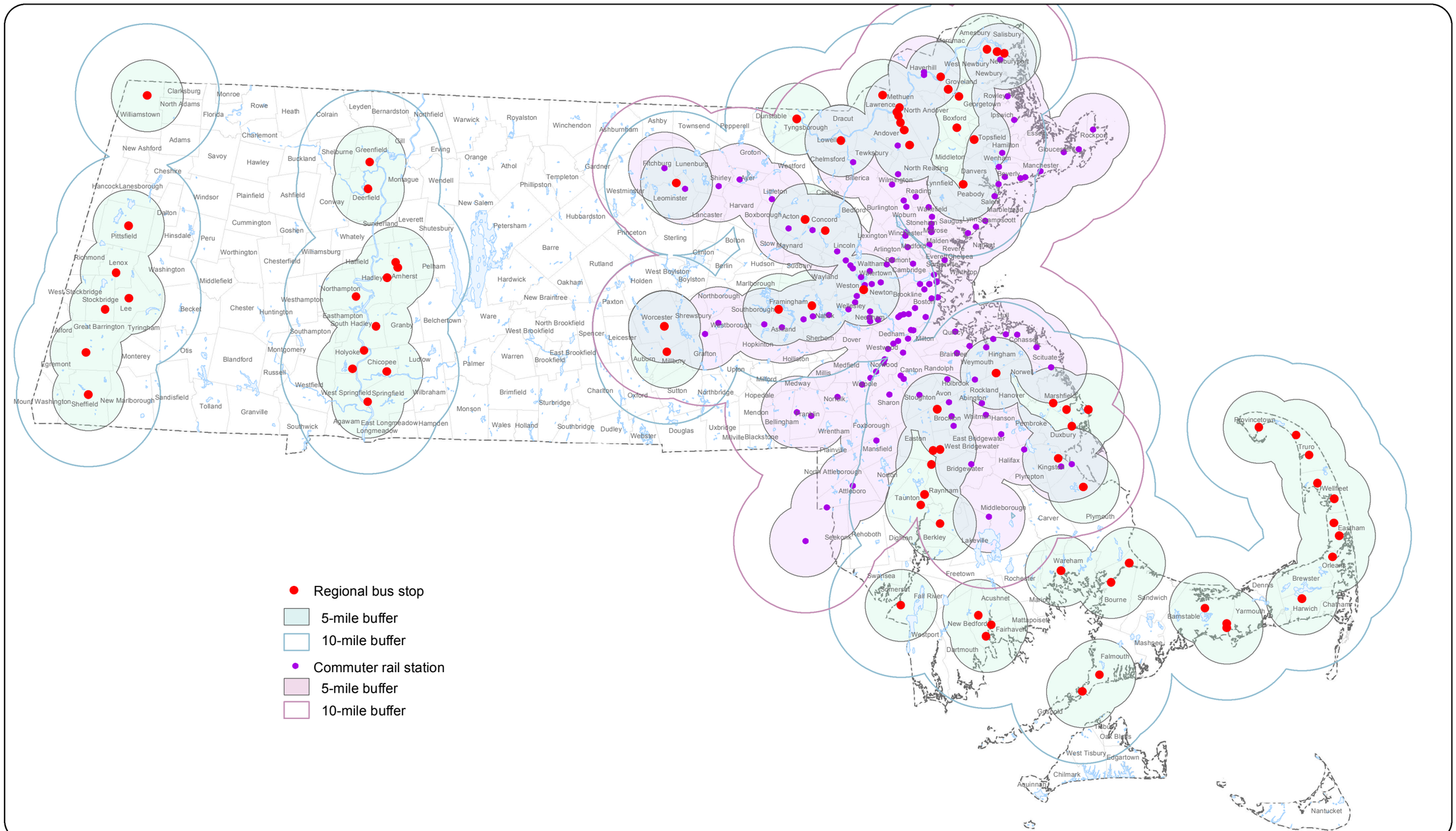


Figure 8
Regional Bus Stops and Commuter Rail Stations, with Buffers

CTPS

Massachusetts Regional Bus Study

Geographical information systems (GIS) analysis is a powerful tool for visualizing network coverage and identifying potential regional transportation markets. Population and related demographic and land use data for Massachusetts are analyzed below using GIS, and several factors that might suggest latent demand for regional bus service are highlighted, specifically household income and auto ownership, average vehicle age, and elderly population density.

Figure 9 shows population density (persons per square mile) along with the 5-mile buffers surrounding existing regional bus and commuter rail stops. The figure also includes existing RTA local bus routes. As can be seen, there are five communities with a population density of 1,000 or more persons per square mile which are more than five miles from a regional bus or commuter rail stop and do not have RTA local bus service: Clinton, Hudson, Northbridge, Uxbridge, and Southbridge. If the very limited MWRTA service to Milford is disregarded, this community also falls into this group. All of Southbridge and parts of Uxbridge are more than 10 miles from the nearest regional bus or rail stop.

Seven areas with 1,000 or more persons per square mile are more than five miles from the nearest regional bus or commuter rail stop, but are served by a local fixed-route service operated by an RTA: Adams, Athol, Gardner, North Adams, Oxford, Palmer, and Ware.

Figure 10 shows the regional bus and commuter rail stops overlaid with data for annual household income. Many of the communities with lower population densities that are beyond the 10-mile coverage range of a regional bus or rail stop are communities with low household incomes.

Figures 11 and 12 show patterns of household car ownership together with the regional bus and rail coverage. Figure 11 shows vehicles owned per household by municipality. The darker shades have lower levels of car ownership, and many of these lower-ownership areas are within the regional bus and rail service corridors. The age of the vehicle fleet, however, may suggest some bus service opportunities even in high-auto-ownership areas. Figure 12 shows that older vehicles tend to be in the in areas without bus or rail service and with higher auto ownership. Households wishing to reduce dependence on their older vehicles might present a potential regional bus ridership market.

Figure 13 shows the regional bus network overlaid with the density of residents aged 65 and older. The density patterns for this age group are broadly similar to the patterns found for the overall population, shown in Figure 10.

Figure 14 shows several classes of institutional trip generators: acute-care hospitals, community health centers, colleges and universities, prisons, and military facilities. Locations such as these can be important trip generators for long-distance regional bus service. Indeed, the five-mile buffers and RTA route systems overlaid on Figure 14 suggest that the various fixed-route service providers have, to a significant degree, shaped their services to reach these locations. Acute-care hospitals in Southbridge, Milford, and Clinton are some of the few institutions that are located more than five miles from an existing regional bus or commuter rail stop and are not directly on an RTA bus route.

6.1.2 Potential Services to Underserved Areas

When the data presented in Figures 8 through 14 are examined, there are several clusters of underserved areas where potential new or modified services could fill gaps in the service coverage of the state. The most significant underserved areas are the following (in roughly south-to-north order):

- The Blackstone Valley communities of Northbridge and Uxbridge have never had direct commuter bus service to Boston, though at one time regional bus service was operated in these communities between Worcester and Providence. A more detailed review of demand and identification of parking locations would be required to determine if a new Blackstone Valley–to–Boston commuter service would be viable without an operating subsidy.
- Southbridge, Palmer, and Ware are located between Springfield and Worcester and could potentially be served by new intermediate stops on the existing Peter Pan Springfield–Boston service. Any added stop would, however, add travel time to any currently scheduled trip and would make the service less attractive to current riders between Springfield and Boston. If a new trip were added, this would not be an issue.

  WRTA will be introducing a new, fixed-route service from Southbridge to Auburn via Charlton, with connections in Auburn to Worcester, in 2013. This new service will fill a portion of the fixed-route-transit void in this area.

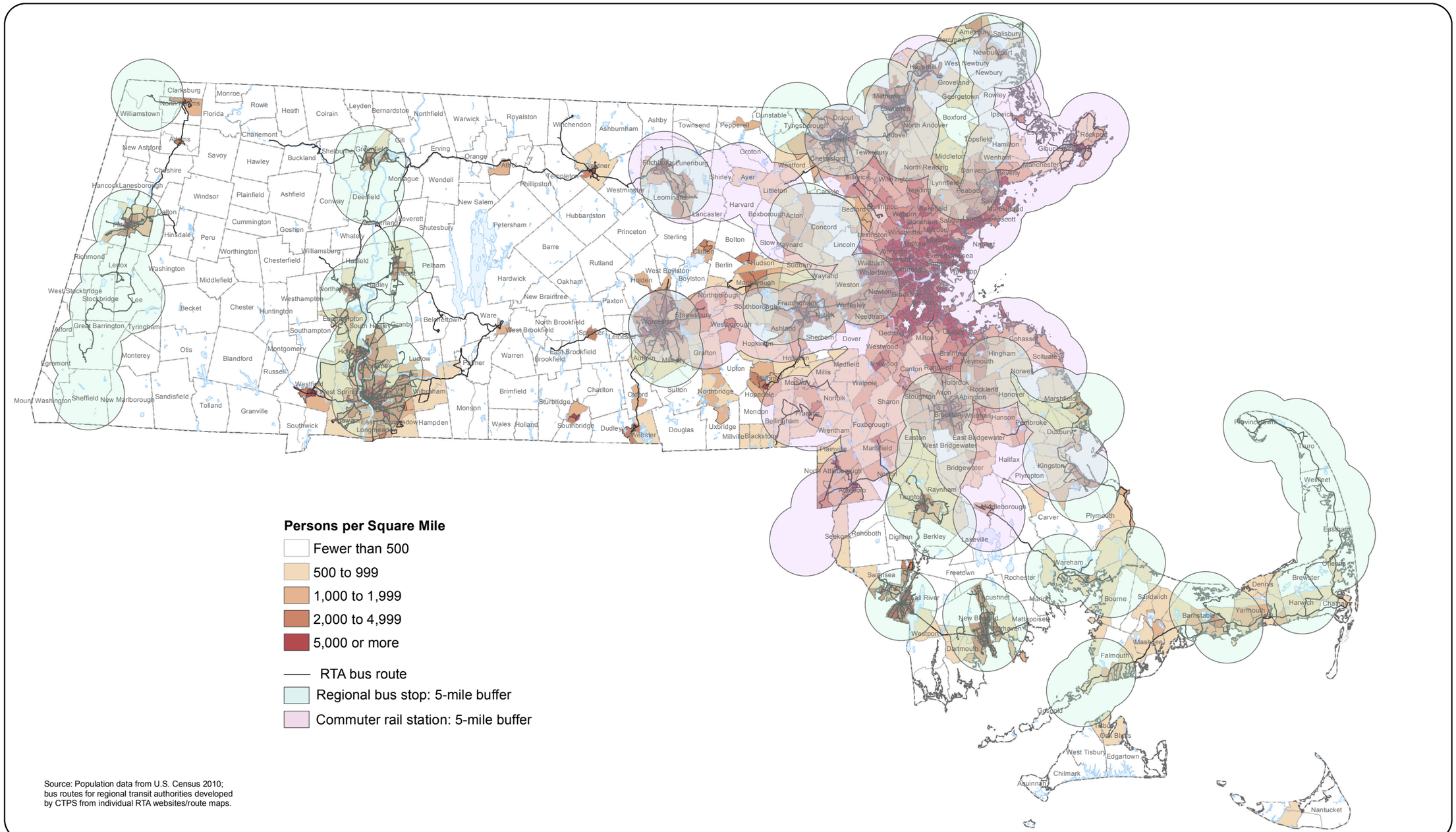
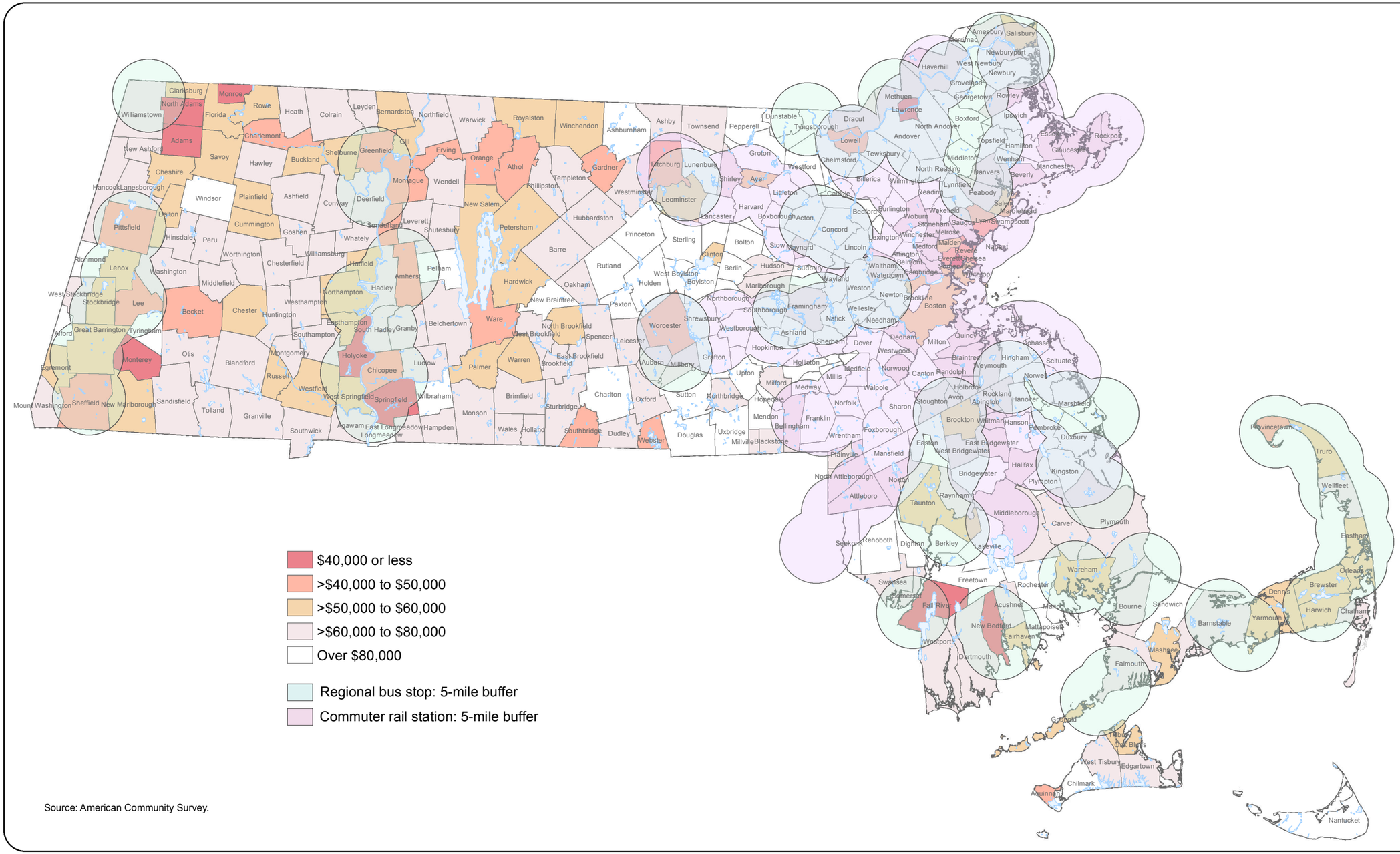

Persons per Square Mile
Fewer than 500
500 to 999
1,000 to 1,999
2,000 to 4,999
5,000 or more
RTA bus route
Regional bus stop: 5-mile buffer
Commuter rail station: 5-mile buffer
Source: Population data from U.S. Census 2010; bus routes for regional transit authorities developed by CTPS from individual RTA websites/route maps.

Figure 9
Population Density by Census Tract (2010 Census)
in Relation to Regional Bus and Commuter Rail Service

CTPS

Massachusetts Regional Bus Study

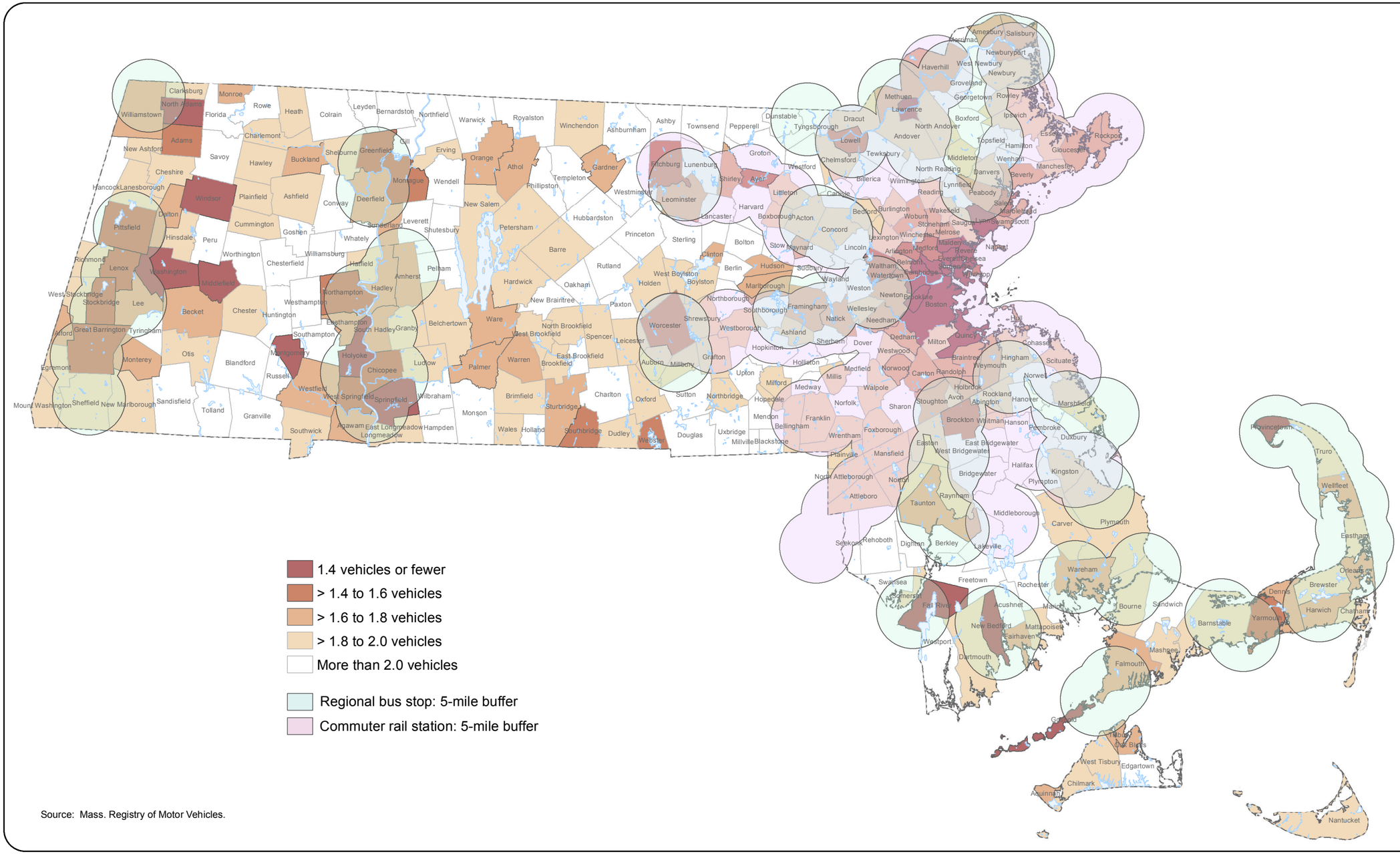


Source: American Community Survey.

Figure 10
Median Annual Household Income by Town (2005-2009)
in Relation to Regional Bus and Commuter Rail Service

CTPS

Massachusetts Regional Bus Study

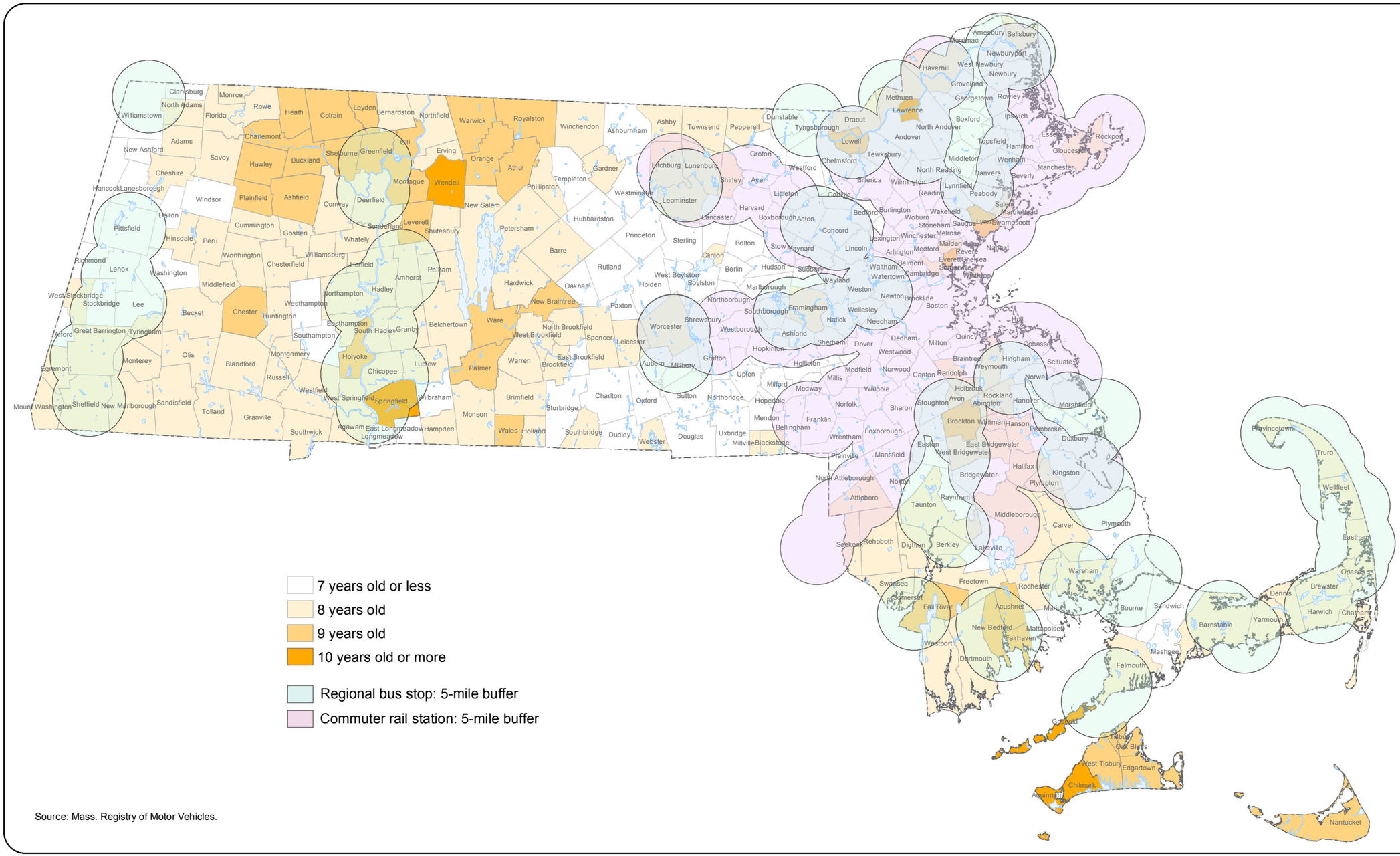

1.4 vehicles or fewer
> 1.4 to 1.6 vehicles
> 1.6 to 1.8 vehicles
> 1.8 to 2.0 vehicles
More than 2.0 vehicles
Regional bus stop: 5-mile buffer
Commuter rail station: 5-mile buffer

Source: Mass. Registry of Motor Vehicles.

CTPS

Figure 11
Vehicles per Household by Town (2005-2009)
in Relation to Regional Bus and Commuter Rail Service

Massachusetts Regional Bus Study

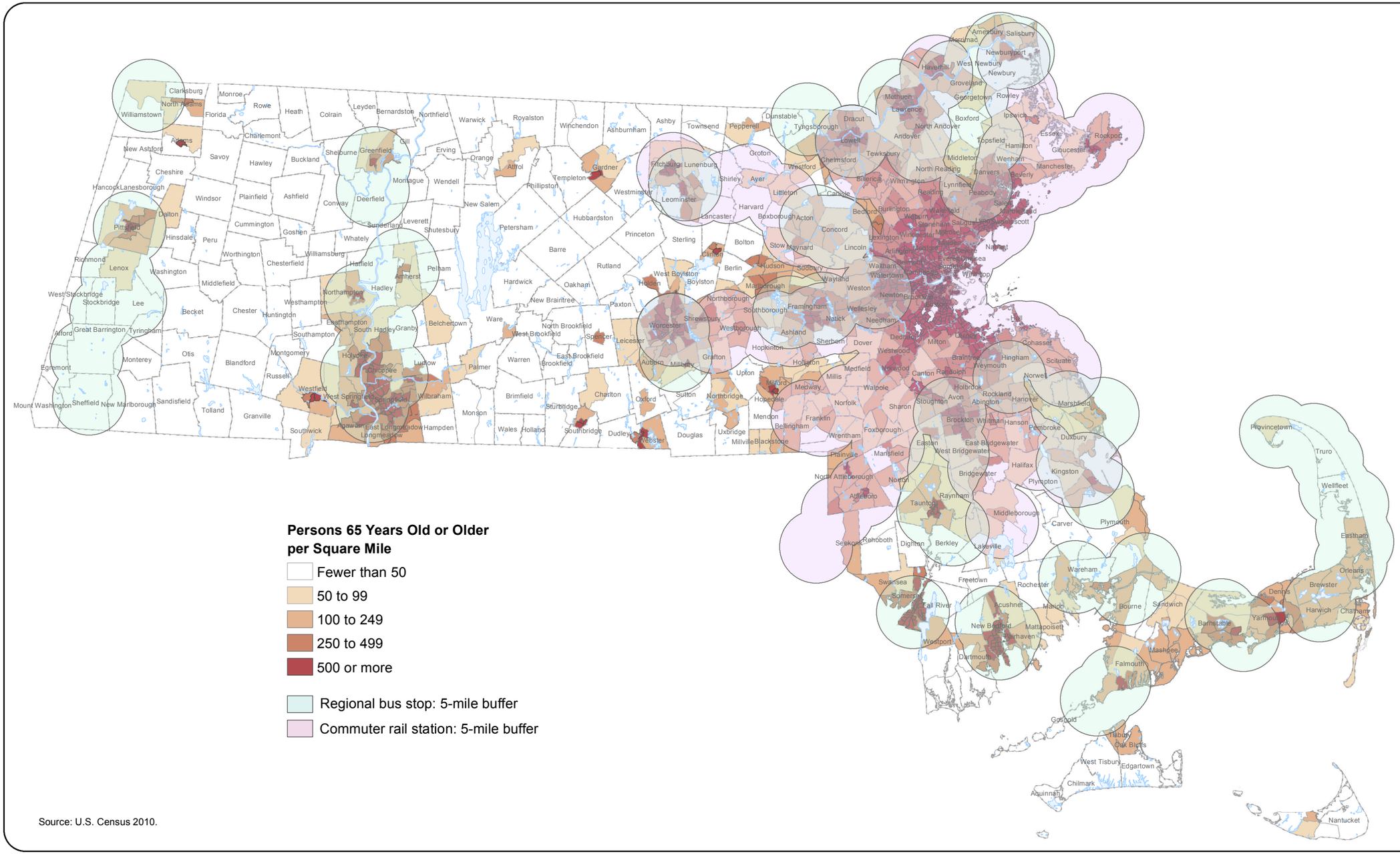

7 years old or less
8 years old
9 years old
10 years old or more
Regional bus stop: 5-mile buffer
Commuter rail station: 5-mile buffer

Source: Mass. Registry of Motor Vehicles.

CTPS

Figure 12
Median Age of Registered Vehicles by Town (2011)
in Relation to Regional Bus and Commuter Rail Service

Massachusetts Regional Bus Study

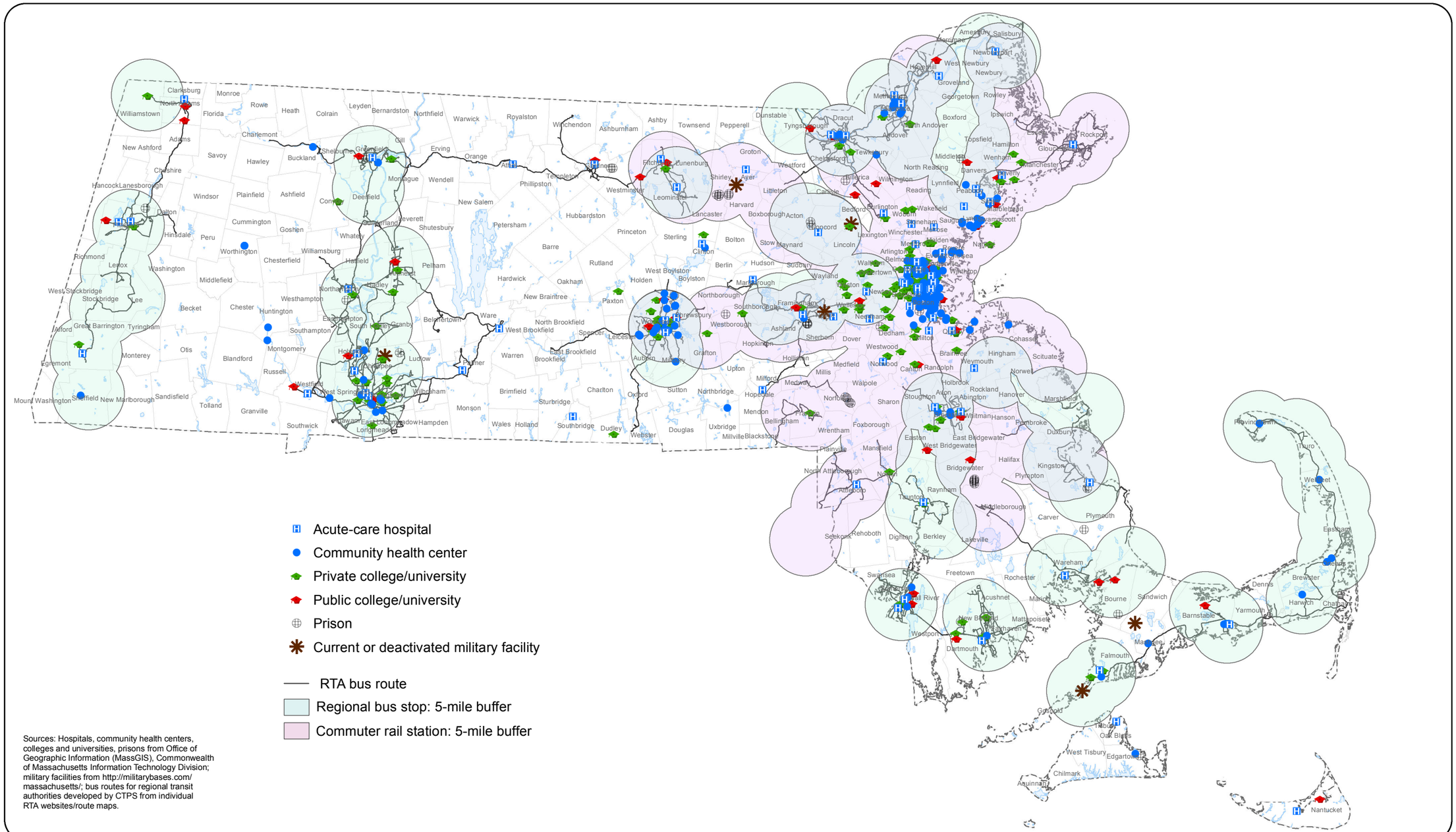


Source: U.S. Census 2010.

CTPS

Figure 13
Population Density of Persons 65 Years Old or Older
by Census Tract (2010 Census)
in Relation to Regional Bus and Commuter Rail Service

Massachusetts Regional Bus Study



Sources: Hospitals, community health centers, colleges and universities, prisons from Office of Geographic Information (MassGIS), Commonwealth of Massachusetts Information Technology Division; military facilities from http://militarybases.com/massachusetts/; bus routes for regional transit authorities developed by CTPS from individual RTA websites/route maps.

CTPS

Figure 14
Major Traffic Generators
in Relation to Regional Bus and Commuter Rail Service

Massachusetts Regional Bus Study

- Hudson and Milford were formerly served by commuter bus routes to Boston, with Milford losing service in 2003 and Hudson in 2006. There were no parking facilities available in Milford or Hudson for the former services. The routing to Milford was along local Route 109, with multiple stops along the way. Any analysis of potential restoration of commuter bus service in these communities should include a review of potential parking locations and a more detailed review of demand for express bus service with few or no local stops.
- WRTA operated bus service in Clinton until 2008. Service originally operated through to Worcester but was reduced to a shuttle service to West Boylston before all service was discontinued. A resumption of service is still under consideration by WRTA.
- Adams, Athol, Gardner, and North Adams are all on or near Massachusetts Route 2. Each of these four communities has RTA local fixed-route bus service. North Adams and Adams are both served by BRTA local service to Pittsfield. Athol has FRTA service to Greenfield and MART service to Gardner. MART runs limited service from Gardner to Fitchburg, with connections available to the MBTA commuter rail line to Boston.

  The only gap in RTA service along Route 2 is from North Adams east to Charlemont, where FRTA service is available to Greenfield. However, even in locations along Route 2 where local services meet, a long through journey, particularly one to or from Boston, requires multiple transfers and long travel times on local services. Through service between Boston and Williamstown along Route 2 last operated in 1999. After the long-time operator abandoned service in 1992, Peter Pan utilized 5311(f) funding to restore service in 1998. Ridership on the restored service was disappointing, and service was abandoned the following year. While a resumption of such service would improve connectivity for multiple communities, it would most likely require an operating subsidy to be viable.

6.2 Capabilities and Limitations for Connectivity within the State and Beyond

This section first assesses the strengths and limitations of the network of regional intercity bus, regional commuter bus, Amtrak, and commuter rail services in connecting key destinations throughout the state. It then looks at connectivity with Boston and New York City. Finally, connectivity with the national intercity bus network is discussed.

6.2.1 Urban-Area-to-Urban-Area Connectivity

The commuter rail, regional bus, and local RTA routes can be viewed as a single combined network. The approach used in this section is to identify a group of distinct urban areas in Massachusetts and evaluate the capabilities and limitations of that network for traveling between any two of these urban centers. This evaluation can be seen as, in part, an assessment of the practicality of the network as an alternative to automobile travel between the urban areas.

First, the presence or absence of connections between city-pairs is inventoried. Then the factor of schedules is considered in terms of earliest possible arrival times and latest allowable departure times.

The City-Pairs and Their Connections

Selected for use in this analysis were Boston and 15 other urban centers spanning the state: Haverhill, Lawrence, and Lowell north of Boston; Pittsfield, Springfield, Worcester, Fitchburg, and Framingham west of Boston; and Attleboro, Taunton, Brockton, Fall River, New Bedford, Plymouth, and Barnstable south of Boston. These urban centers and the key network elements that join them are depicted schematically in Figure 15.

The 16 urban areas in Figure 15 define a set of 120 possible city-pairs, all of which can be connected using the combined bus-rail network. Some of these city-pairs have direct and frequent service, while connections between others are problematic. Technically, all the city-pairs can be connected by transferring in Boston, though travel time compared to direct automobile travel time can be extremely onerous, and such trips may require traveling a considerable distance in a direction opposite from the final destination. An example would be a journey from Attleboro to Plymouth. Such journeys can also be very expensive, as riders must pay for a full ride from the origin point to Boston and then pay again for a trip from Boston to their final destination. With the exception of distant Pittsfield, all 15 urban areas have one or more carriers offering one-seat trips to Boston over the course of the day (Pittsfield passengers normally transfer in Springfield).

The 120 city-pairs can be divided into seven groups:

- 15 connecting with Boston
- 3 connecting the three north-side cities with each other
- 9 connecting the five west-side cities with each other
- 21 connecting the seven south-side cities with each other
- 21 connecting north-side with south-side cities
- 15 connecting west-side with north-side cities
- 35 connecting west-side with south-side cities

The services connecting with Boston are understandably the best developed both in speed and frequency. Indeed, transferring between two of these 15 radial routes is the “connection of last resort” for other, often tenuous city-pairs.

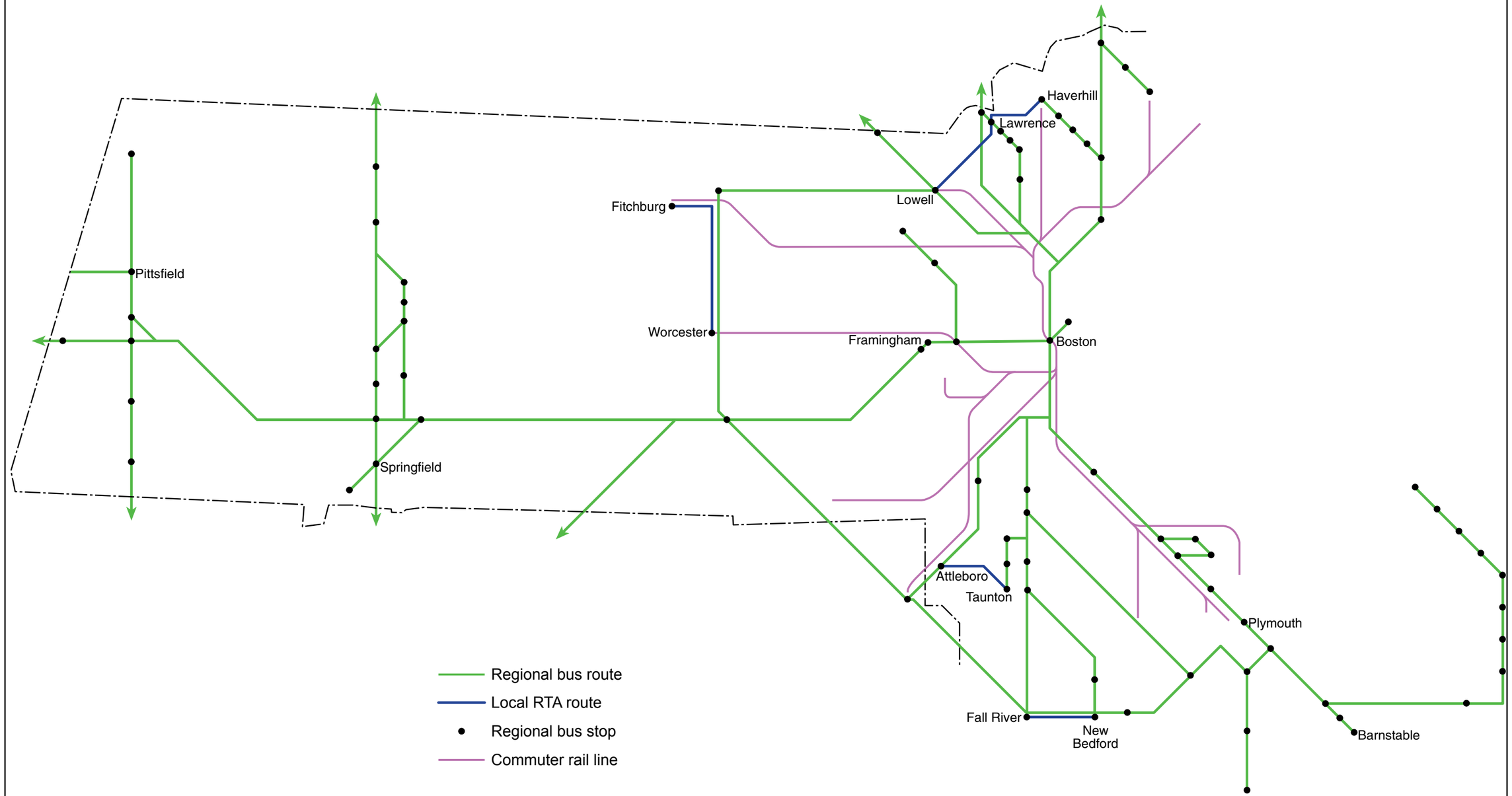
Of the remaining 105 city-pairs, nine have good service because they take advantage of the15 radial services to Boston. The simplest example is Haverhill and Lawrence, connected to each other by all commuter trains to Boston originating in Haverhill. P&B buses that stop in Barnstable and Plymouth, and DATTCO buses stopping in New Bedford and Taunton are additional examples of cities connected by existing radial services. Various services extend west of Boston and serve Framingham, Worcester, Springfield, and Pittsfield in various combinations making possible one- or two-seat trips between these four cities.

The 21 city-pairs between the three north-side cities and the seven south-side cities are logically connected by two radial trips. These can be two regional bus trips, two commuter rail trips, or a different mode for each segment. A connection might be made at South Station, at a nearby curbside location, or at North Station via subway.

This leaves 75 city-pairs for which the strong radial services to Boston are of little help. There are, however, a number of regional and local RTA services that, either individually or via a transfer, connect a number of these city-pairs without requiring a trip to Boston.

Local MVRTA routes between Lowell and Lawrence and between Lawrence and Haverhill, together with the commuter rail also serving Lawrence and Haverhill, complete the connectivity between these three cities. The connection between this group and the western group is more tenuous.

Peter Pan operates a single round-trip service from Concord, New Hampshire, to Worcester with stops in Lowell and Leominster. On the day this trip was surveyed by CTPS, however, there were no passengers making in-state trips; all were either transferring from New York buses or traveling to locations in New Hampshire. Travelers from Lowell, Lawrence, and Haverhill to Worcester and Framingham can take the circuitous but more frequent commuter trains via Boston, which could be more attractive when compared with Peter Pan’s limited schedule.



CTPS

Figure 15
Urban-Area-to-Urban-Area Schematic

Massachusetts Regional Bus Study

Fitchburg is isolated from the strong east-west bus routes that serve the other west-side cities using the Massachusetts Turnpike. Fitchburg travelers can avail themselves of the daily Peter Pan bus that runs between nearby Leominster and Worcester. The Peter Pan service has been recently supplemented by a MART service between Fitchburg and Worcester that was previously limited to persons needing transportation to medical facilities but is now open to the general public. Despite the proximity of Fitchburg and Worcester, the only transit alternative between the two areas previously involved travel via Boston. Traveling from Fitchburg to Worcester via Boston is not only time consuming but also very expensive, requiring riders to pay for two lengthy trips in order to reach their final destination.

Several regional bus and local RTA routes connect some pairs of the seven south-side cities and some city-pairs between the south side and the west side. Peter Pan service from Hyannis to Providence also connects Bourne, New Bedford, and Fall River with each other. The CTPS survey of passengers on this route, though, found only a small percentage of riders traveling only within Massachusetts (such as Hyannis to New Bedford). The majority of riders were traveling to Providence or New York.

Peter Pan also provides direct service from Providence to Worcester which continues to Springfield and Pittsfield. Transfers can be made in Providence to Peter Pan's Providence– Hyannis service. This allows for direct trips from Hyannis, New Bedford, or Fall River to Worcester, Springfield, or Pittsfield with a single transfer in Providence.

Bloom operates very limited service between Taunton and Brockton, and the only fixed-route alternative for travel between these two communities is by transfer in Boston.

DATTCO service from New Bedford to Boston stops at the Galleria Mall in Taunton. While the majority of riders from both stops are traveling to Boston, there are some passengers each day traveling between New Bedford and Taunton; a connection can be made at the Galleria to local GATRA service. DATTCO connects in New Bedford with Peter Pan service to Hyannis, allowing for journeys such as Taunton to Hyannis without traveling via Boston.

The two local RTAs in this area, GATRA and SRTA, also serve some city-pairs directly. SRTA operates frequent local service between New Bedford and Fall River, connecting with regional carriers in both cities. GATRA operates service between Attleboro and Taunton, connecting in Attleboro with the MBTA's commuter rail service to Providence.

Earliest Possible Arrival Times for Sample City-Pairs

The travel time and cost of a trip are not the only important user considerations. The available services between a city-pair, in both directions, should allow for a reasonably convenient morning arrival time (no later than 9:00 AM), as well as a convenient departure time in the afternoon (no earlier than 5:00 PM). Even with multiple possible arrivals and departures throughout a weekday, the earliest possible arrival and latest possible departure are important factors determining how closely connected two cities are by fixed-route surface modes.

These outside arrival/departure limits are determined by a combination of factors. If commuters are a major part of ridership, carriers will design schedules to accommodate that market. In less well-defined travel markets, a number of factors become relevant, such as the distance between cities and the size of the travel market. The location of a carrier's garage or storage lot and its fleet utilization practices are also important, especially for smaller travel markets.

Table 32 shows the earliest possible arrival time between city-pairs for those cities which do not have an arrival before 9:00 AM. All city-pairs that offer arrivals before 9:00 AM are marked with an asterisk (*).

All but one of the urban areas outside of Boston has a departure that will arrive in Boston before 9:00 AM. The exception is Pittsfield, where the earliest bus departure will reach Boston at 2:45 PM.

For Pittsfield, Springfield, or Fitchburg, no bus or rail service arrives prior to 9:00 AM from any of the other 15 urban areas. The earliest arrival in Pittsfield is a bus from Springfield at 1:35 PM. Springfield can be reached from most other urban areas in the state by 10:10 AM. This is when the earliest bus from Boston arrives. Springfield cannot be reached from Framingham or Fall River until 11:35 AM, from Pittsfield until 11:40 AM, or from Barnstable until 12:15 PM. The earliest arrival in Fitchburg is 10:15 AM, via commuter rail from Boston. By transferring in Boston, it is possible to reach Fitchburg by 10:15 AM from all but one of the 14 remaining urban areas reviewed. The earliest possible arrival in Fitchburg from Pittsfield, however, is 5:59 PM.

For each of the remaining 12 urban areas, the level of early arrival times is better than for Pittsfield, Springfield, and Fitchburg, but at least one of the other 15 urban areas lacks a rail or bus departure that will arrive before 9:00 AM. These post–9:00 AM earliest arrivals include:

Table 32
Earliest Arrival Times for City Pairs

From \ To	Boston	Haverhill	Law-rence	Lowell	Pittsfield	Springfield	Worcester	Fitchburg	Framingham	Attleboro	Taunton	Brockton	Fall River	New Bedford	Plymouth	Barnstable
Boston	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	*	*	*	*
Haverhill	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	*	*	*	*
Lawrence	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	*	*	*	9:45 AM
Lowell	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	*	*	*	9:45 AM
Pittsfield	2:45 PM	5:41 PM	5:29 PM	3:54 PM	*	11:40 AM	1:15 PM	5:59 PM	3:35 PM	4:31 PM	3:40 PM	4:16 PM	2:35 PM	2:35 PM	5:15 PM	3:40 PM
Springfield	*	11:38 AM	11:26 AM	9:54 AM	1:35 PM	*	11:15 AM	10:15 AM	*	10:43 AM	*	9:02 AM	10:20 AM	10:20 AM	*	10:45 AM
Worcester	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	10:20 AM	10:20 AM	*	9:45 AM
Fitchburg	*	*	*	*	1:35 PM	11:35 AM	*	*	*	*	*	9:02 AM	*	*	*	9:45 AM
Framingham	*	*	*	*	1:35 PM	11:35 AM	*	10:15 AM	*	*	*	*	*	*	*	9:45 AM
Attleboro	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	*	*	*	*
Taunton	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	*	*	*	*
Brockton	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	*	*	*	*
Fall River	*	9:16 AM	9:04 AM	*	1:35 PM	10:10 AM	10:16 AM	10:15 AM	*	*	*	9:02 AM	*	*	*	9:45 AM
New Bedford	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	*	*	*	*
Plymouth	*	*	*	*	1:35 PM	10:10 AM	*	10:15 AM	*	*	*	*	*	*	*	*
Barnstable	*	*	*	*	1:35 PM	12:15 PM	10:45 AM	10:15 AM	10:45 AM	*	*	*	*	*	*	*

* = The city pair has one or more arrivals before 9:00 AM.

- Barnstable arrivals from Worcester, Lowell, Fall River, Lawrence, Framingham, and Fitchburg at 9:45 AM, from Springfield at 10:45 AM, and from Pittsfield at 3:40 PM
- Worcester arrivals from Springfield at 11:15 AM, Fall River at 10:16 AM, Barnstable at 10:25 AM, and Pittsfield at 1:15 PM. An arrival from Fitchburg using the commuter rail and regional bus network via Boston is not possible until 10:16 AM. A recently initiated MART shuttle service between Fitchburg and Worcester arrives in Worcester at 8:25 AM.
- Brockton arrivals from Springfield, Fall River, and Fitchburg at 9:02 AM and from Pittsfield at 4:16 PM
- New Bedford arrivals from Worcester and Springfield at 10:20 AM and from Pittsfield at 2:35 PM
- Fall River arrivals from Worcester and Springfield at 10:20 AM and from Pittsfield at 2:35 PM
- Lawrence arrivals from Springfield at 11:26 AM, from Fall River at 9:04 AM, and from Pittsfield at 5:29 PM
- Haverhill arrivals from Springfield at 11:38 AM, from Fall River at 9:16 AM, and from Pittsfield at 5:41 PM
- Attleboro arrivals from Springfield at 10:43 AM and from Pittsfield at 4:31 PM
- Lowell arrivals from Springfield at 9:54 AM and Pittsfield at 3:54 PM
- Framingham arrivals from Barnstable at 10:25 AM and Pittsfield at 3:35 PM
- Plymouth arrivals from Pittsfield at 5:15 PM
- Taunton arrivals from Pittsfield at 3:40 PM

6.2.2 Latest Allowable Departure Times for Sample City-Pairs

For a majority of Massachusetts same-day urban-area-to-urban-area journeys via rail or bus, the last departures available for the return trip are after 5:00 PM. There are several exceptions, however, most of them related to Pittsfield.

The last departure time for eastbound bus service from Pittsfield to Springfield that connects to points east is 4:35 PM. As mentioned above, the earliest arrival from Boston is at 2:45 PM, less than two hours earlier, so the 4:35 departure means a very short day trip from Boston for bus riders.

Travel to Pittsfield in the late afternoon requires changing buses in Springfield. To connect with the last bus from Springfield to Pittsfield it is necessary to take

a bus that leaves Boston at 4:00 PM and Worcester at 5:10 PM. Riders from Framingham, Lawrence, Lowell, Plymouth, and Taunton would need to depart from their respective cities at various earlier times between 2:00 PM and 3:45 PM in order to make the connection at Springfield. Riders from Attleboro, Barnstable, Brockton, Fitchburg, Haverhill, Lawrence, and New Bedford would need to depart from their respective cities at even earlier times, between noon and 1:45 PM, to make the connection at Springfield. For most of these origins a transfer would be required in Boston. Only Worcester and Springfield in central Massachusetts have departures after 5:00 PM that reach Pittsfield the same day.

In order to reach Springfield on the same day, it is necessary to leave before 5:00 PM if the trip begins in Barnstable (a 4:30 PM departure is necessary), Fall River (4:00 PM departure), Fitchburg (3:05 PM departure), or Pittsfield (4:35 PM departure).

6.2.3 Connectivity to the Boston and New York City Metropolitan Areas

Services from the 15 urban areas to Boston and New York are summarized in Table 33.

To Boston

Direct service to Boston is available from all of the other 15 Massachusetts urban areas in the sample. The service from Pittsfield is not as good as that from the other areas. Direct daily service between Pittsfield and Boston is provided by Amtrak's Lake Shore Limited train serving Chicago. This service can be vulnerable to extreme delays in the eastbound direction and may not be well suited for an in-state trip. The more frequent bus service from Pittsfield requires a transfer in Springfield.

To New York City

Direct service to New York City is available on regular schedules from Framingham (Limoliner), Springfield (Peter Pan/Greyhound and Amtrak), and Pittsfield (Peter Pan).

Some direct service between Worcester and New York is provided by Peter Pan/Greyhound pooled service. The majority of the Peter Pan/Greyhound trips, however, require a transfer in Hartford. There are commercial van operators providing scheduled service from Worcester to New York City that are marketed primarily to the Spanish-speaking community. The availability of this service may limit the demand for direct regional bus service between Worcester and New York City without the transfer at Hartford.

Friday- and Sunday-only through service in the summer is available from Megabus from Barnstable. Peter Pan sells through-tickets year-round between Barnstable, Fall River, and New Bedford and New York City; these trips require a short layover in Providence. On many trips, the same equipment will operate through from Cape Cod to New York City.

Table 33
Availability of Direct Service to Boston and New York

Urban area	Direct Service to Boston	Transfer Location to Boston for Non-Direct Service	Direct Service to New York City	Transfer Location to New York City for Non-Direct Service
Worcester	Rail and Bus		Bus, limited schedule	Bus at Hartford
Springfield	Rail and Bus		Rail and Bus	
Lowell	Rail			Bus at Worcester Rail at Boston
New Bedford	Bus		Bus	
Brockton	Rail			Rail at Boston
Fall River	Bus		Bus	
Lawrence	Rail and Bus			Rail at Boston
Framingham	Rail and Bus		Bus	Bus at Hartford or Springfield
Haverhill	Rail and Bus			Rail at Boston
Plymouth	Rail and Bus			Bus or Rail at Boston
Taunton	Bus			Bus at Boston
Barnstable	Bus		Bus	
Pittsfield	Rail	Bus at Springfield	Bus	
Attleboro	Rail			Rail at Providence
Fitchburg	Rail			Rail at Boston

6.2.4 Connectivity to Adjacent States

A number of fixed-route services connect Massachusetts communities other than Boston with locations in a neighboring state. This section describes currently operating multistate services, including Amtrak trains, commuter rail service, regional bus routes, and RTAs' local bus routes. The descriptions are presented in geographical order, beginning with the border with New

Hampshire near the Atlantic Ocean and continuing counterclockwise along the Massachusetts state line to Aquidneck Island in Rhode Island.

New Hampshire

C&J bus service connects Portsmouth, Dover, and Durham, New Hampshire, with Newburyport, entering Massachusetts on I-95 in Salisbury. Other regional carriers operating on this route primarily serve Boston.

Amtrak Downeaster service connects Woburn and Haverhill in Massachusetts with Exeter, Durham, and Dover, New Hampshire, as well with four locations in Maine. A significant number of commuters take the Downeaster to Woburn or Haverhill, even from Maine, though commuters using that service are mostly destined for North Station.

MVRTA operates local service from Haverhill to State Line Plaza in Plaistow (MVRTA Route 13). MVRTA also operates special summer-only service from Hampton Beach, New Hampshire, to Haverhill and Lawrence via Amesbury (MVRTA Route 83).

LRTA Route 10 operates between Lowell and Hudson, New Hampshire, stopping just over the state line. During the holiday season, the LRTA operates special bus service from Lowell direct to the Pheasant Lane Mall in Nashua, New Hampshire.

Boston Express buses between Manchester and Nashua, New Hampshire, and Boston make an intermediate stop in Tyngsborough on all trips throughout the day. There are no nearby trip generators in Tyngsborough, however, and Boston Express does not offer tickets for trips between Tyngsborough and New Hampshire.

Peter Pan operates one daily trip each way between Concord, Manchester, and Nashua, New Hampshire, and Lowell, Leominster, and Worcester. At one time, Vermont Transit (now part of Greyhound) also stopped in Lowell on its Montreal–Boston route. Peter Pan is now the only carrier connecting Lowell to locations in New Hampshire.

Greyhound offers daily direct service between Springfield, Greenfield and Keene, New Hampshire.

Vermont

Greyhound’s daily trip between Springfield, Greenfield, and Keene, New Hampshire, also makes three stops in Vermont at Brattleboro, Bellows Falls, and its terminus, White River Junction.

The Green Mountain Community Network operates local bus routes in Bennington, Vermont. Two round-trips between Bennington and Williamstown, Massachusetts, are operated on weekdays.

The Amtrak Vermonter operates a daily round-trip connecting Springfield and Amherst with Brattleboro Vermont and continuing through Claremont, New Hampshire, to Windsor, White River Junction, Randolph, Montpelier, Waterbury, Essex Junction, and St. Albans, Vermont.

New York

Peter Pan operates service between Albany, New York, and Pittsfield, Lenox, Lee, Springfield, and Worcester. Although the bus travel time from Pittsfield to Albany is only 50 minutes, current schedules do not facilitate commuting to Albany (the earliest arrival in Albany from Pittsfield is 2:30 PM).

Greyhound typically operates three daily round-trips between Albany and Boston, with an intermediate stop in Worcester. West of Worcester, the route follows I-90, as any added stop would need to be near a toll plaza so as not to degrade travel times.

Connecticut

Peter Pan operates two daily round-trips between Williamstown and New York City. This route serves intermediate stops at Pittsfield, Lenox, Lee, Stockbridge, Great Barrington, and Sheffield in Massachusetts, and Canaan, Winsted, Torrington, Waterbury, Southbury, and Danbury in Connecticut.

Peter Pan and Greyhound operate their pooled service between Boston and Hartford with intermediate stops in Framingham and Worcester. They also operate a pooled service between Springfield and New York City with a stop in Hartford. This route operates nonstop on I-91 between Springfield and Hartford.

The Bradley International Airport serves greater Springfield and Hartford, and is located in Connecticut midway between these two cities. Peter Pan discontinued service to Bradley Airport a number of years ago, and there is currently no fixed-route service connecting the airport with Massachusetts.

Amtrak operates several daily trips between Springfield and New York City. Almost all the stops on this route are in Connecticut, including Windsor Locks, Windsor, Hartford, Berlin, Meriden, Wallingford, New Haven, Bridgeport, and Stamford.

PVTA operates local bus Route 5 between Springfield and Enfield, Connecticut. Connections can be made in Enfield with local Connecticut Transit (CT Transit) buses serving Hartford.

Rhode Island

Peter Pan offers some daily trips between Springfield and Providence with an intermediate stop in Worcester. This route runs through the Blackstone Valley on Route 146.

Frequent MBTA commuter rail service on the Providence Line makes local Massachusetts stops in Westwood, Sharon, Mansfield, and Attleboro. Several of the trains to Providence have recently been extended to stops at T. F. Green Airport and Wickford Junction.

GATRA Routes 11 and 24 provide service between Attleboro and Pawtucket, Rhode Island, where a connection can be made to Rhode Island Public Transit Authority (RIPTA) Route 77. GATRA Route 16 operates to a point in Seekonk only a quarter mile away from RIPTA Route 76.

Peter Pan operates direct service between Providence and Fall River, New Bedford, Bourne, and Hyannis, entering Massachusetts via I-195 in Seekonk. As presently scheduled, it is possible to commute to Providence on this service. A recent CTPS survey, however, did not show any daily commuters utilizing the service.

Peter Pan operates several daily round-trips between Newport, Rhode Island, and Boston. These buses also make an intermediate stop at Fall River, as well as pick up or drop off passengers locally in the Rhode Island communities of Portsmouth and Middleton.

The urbanized neighborhoods of Blackstone and Bellingham blend into Woonsocket, Rhode Island, across an invisible urban state boundary. Blackstone is not a member of an RTA, and Bellingham's one GATRA route is on the side of the town farthest from Woonsocket. An arrangement to extend one or more local RIPTA routes into these communities from Woonsocket might merit consideration.

6.3 Connecting with the National Intercity Bus Network

Greyhound and Peter Pan service from Massachusetts connects to points outside New England and to the rest of the national bus network in New York City and Albany. Greyhound service from Boston to Montreal connects directly to the Canadian intercity bus network in Montreal.

Megabus operates direct service between Boston and New York City, Philadelphia, and Washington D.C. Megabus also operates multiple routes connecting New York with points south and west. Passengers cannot, however, directly purchase through-tickets, but must purchase individual tickets for connecting segments.

6.3.1 National Bus Traffic Association Membership

The National Bus Traffic Association (NBTA) is the single processing agent for interline through-tickets for scheduled intercity and regional bus service in the United States. Membership in the association is voluntary. Member carriers can sell tickets through to any destination served by a member carrier in the United States and Canada. Greyhound Lines is by far the largest member. While the majority of members are private carriers, public transit authorities, mostly in rural areas, have joined the association in recent years.

Of the 19 private carriers serving Massachusetts, six participate in the NBTA: Greyhound, Peter Pan, Concord Coach, C&J, Plymouth & Brockton, and Boston Express. Boston Express only places some of its routes into the NBTA system.

The non-NBTA members operating in Massachusetts tend to be the peak-period-only commuter routes, or direct-express operators that primarily sell tickets on line: Bloom, Bolt, Coach Company, Dartmouth Coach, DATTCO, Megabus, MVRTA, Fung Wah, Hampton Jitney, Lucky Star, Yankee, and World Wide. Passengers from five of these carriers, Bloom, Coach Company, DATTCO, MVRTA, and Yankee, were surveyed by CTPS as part of this study. The DATTCO respondents reported a high level of transfer activity at South Station with other regional bus services. Interline ticketing through NBTA could simplify travel between New Bedford and upper New England.

Also, Amtrak has its “Thruway” connecting bus ticketing program. Concord Coach and C&J both have agreements to sell through-tickets with Amtrak, as well as being NBTA members.

6.3.2 Potential for Rural Service Interlining

A rural feeder service that interlines with Greyhound or other intercity carriers must have Federal Motor Carrier Safety Administration (FMCSA) operating authority and meet insurance and safety standards, even if it does not cross a state line. According to Greyhound, the advantage of a full interline agreement includes nationwide ticketing and inclusion in the Greyhound phone- and internet-based ticketing system. Greyhound prefers that rural feeders be scheduled rather than demand-response, have proper operating authority and insurance, operate daily, not duplicate any pre-existing intercity bus service, and allow for full ticketing and package express services.

NBTA sponsorship requires a transit agency to pay a membership fee of $25 and an annual fee of $100. Feeder services crossing state lines must meet full FMCSA insurance requirements. Carriers not crossing state lines are only required to meet state insurance requirements. Rural agents who sell tickets must execute a Standard Independent Commission Agreement specifying

obligations for sale of tickets, accounting requirements, reporting on payment requirements, and related liability issues.

None of the RTAs in Massachusetts is a member of NBTA; there are no interline tickets available to or from an RTA service. The majority of the RTA services that connect with regional carriers in Massachusetts would be considered urban transit services based on the nature of the routes and types of equipment operated. PVTA services in Amherst and Springfield, WRTA services in Worcester, and SRTA services in New Bedford and Fall River are primarily short urban routes. The RTAs in the state with longer-distance rural service are FRTA and BRTA. FRTA connects with Peter Pan and Greyhound service in Greenfield, and BRTA connects with Peter Pan in Pittsfield.

7 Marketing and Passenger Demographics

This chapter presents information obtained from surveys and related sources about regional bus users in Massachusetts. If broad user characteristics in this market are better understood, opportunities to offer attractive new services or attract a broader clientele may be identified.

7.1 Existing Fare Structures

The regional bus industry has, since its inception, built its business on price-sensitive riders. Fares per mile traveled, summarized by carrier in Chapter 2, section 2.8, ranged for Massachusetts carriers between $0.16 and $0.71 per mile for one-way tickets purchased on the day of travel. All commuter carriers offer substantial discounts, sometimes more than half-off the one-way fare, for purchase of 10-ride and 20-ride tickets. Fares for multi-ride tickets ranged from $0.10 to $0.45 per mile. The large difference between single-ride and multi-ride fares would suggest that carriers have some flexibility to reduce single-ride one-way and round-trip fares, at least for a limited time. Perhaps they could offer special fares to new riders or as part of a promotional campaign for existing service.

7.2 Marketing

Despite the high level of activity seen at a major terminal like South Station, the regional bus industry is culturally remote to a large fraction of the public. Any analysis of regional bus marketing needs to begin by learning how the large numbers of current riders discovered the services they now use.

The CTPS survey of passengers traveling on in-state routes asked how they learned about the service they were using for that trip. For all but two routes, the majority of riders characterized themselves as “a long-time rider” and did

not identify how they found out about the service. The responses to this survey question are summarized in Table 34.

The response “a friend or family member” was clearly the most cited source of bus service awareness, especially for commuter routes. MVRTA and Yankee passengers actually cited “friend or family member” more than “long-time rider.”

The importance of friends and family as a source of information about regional bus service suggests that there may be considerable value in regional carriers’ engaging their existing riders in recruiting new customers, especially for commuter services. Possible campaigns could be as simple as providing extra printed schedules or even one-way tickets to existing riders and asking them to hand them out to friends who might benefit from using the service.

The response “Saw the bus” was the second-most mentioned way of becoming aware of a regional bus service, for some services being the answer of over 10% of respondents. To the casual observer, coach-type buses on roads and highways are simply part of the traffic mix, possibly a tour group or casino bus. Making sure buses are properly marked with easy-to-read destination signs and possibly decals on the backs describing the services provided (not just the name of the bus company) is another simple method for carriers to promote their services. The MVRTA commuter buses have decals on the back describing the service.

The Internet was frequently cited by respondents as a source of information, especially for longer-distance, non-commuter routes. For the Hyannis–Provincetown and Hyannis–Providence routes, heavily used by vacationers and summer workers, the Internet was cited at least as much as “long-time rider.”

All of the carriers operating service in Massachusetts have websites that have some form of schedule information available and in many instances offer online reservation booking and ticket sales. For prospective new riders, becoming familiar with routes and schedules is a critical first step. Even current regional bus users need clear information when considering travel on different, often connecting routes.

The ease of obtaining route and schedule information online varies. The highest level of user accessibility is the PDF format that can easily be printed or downloaded to a personal computer or mobile device and may replicate or be a substitute for printed schedules. Several carriers offer schedules only as HTML pages. This format does not always print out consistently and can sometimes be difficult to read on mobile devices.

Table 34
How Passengers Learned about Regional Bus Service

Carrier	Route	Long-Time Rider	At Work	News-paper	Internet Source	Friend or Family Member	Saw Bus	Infor-mation Booth	Other
Bloom	Boston–West Bridgewater–Raynham–Taunton	56.9%	2.0%	0.0%	3.9%	24.0%	10.6%	1.0%	2.9%
C&J	Boston–Newburyport	59.0%	0.0%	0.0%	2.0%	23.0%	14.0%	0.0%	2.0%
Coach Company	Boston–Peabody–Newburyport	68.1%	2.1%	1.1%	6.4%	14.9%	7.5%	0.0%	0.0%
	Boston–Topsfield–Boxford–Georgetown–Groveland–Haverhill	71.4%	0.0%	0.0%	3.6%	25.0%	0.0%	0.0%	0.0%
DATTCO	Boston–Taunton–New Bedford–Fairhaven	51.3%	0.6%	0.0%	10.1%	25.3%	8.2%	1.3%	3.2%
MVRTA	Boston–Andover–Lawrence–Methuen	33.3%	0.0%	0.0%	11.7%	41.7%	10.0%	0.0%	3.3%
P&B	Boston–Rockland–Marshfield–Kingston–Plymouth	59.2%	0.0%	0.6%	3.8%	24.5%	12.0%	0.0%	0.0%
	Boston–Rockland Plymouth–Bourne–Hyannis	61.2%	1.6%	0.3%	9.2%	20.2%	4.3%	1.9%	1.4%

(Cont.)

Table 34 (Cont.)
How Passengers Learned about Regional Bus Service

Carrier	Route	Long-Time Rider	At Work	News-paper	Internet Source	Friend or Family Member	Saw Bus	Infor-mation Booth	Other
	Hyannis–Provincetown	25.7%	17.1%	0.0%	28.6%	14.3%	5.7%	8.6%	0.0%
Peter Pan	Boston–Bourne–Falmouth–Woods Hole	62.8%	4.7%	0.0%	2.3%	23.3%	4.7%	0.0%	2.3%
	Boston–Fall River–Newport	77.1%	0.0%	0.0%	5.7%	11.4%	2.9%	0.0%	2.9%
	Boston–Framingham–Worcester–Springfield	56.3%	0.0%	0.0%	25.0%	15.6%	0.0%	3.1%	0.0%
	Boston–Providence	58.3%	0.0%	0.0%	11.1%	22.2%	5.6%	2.8%	0.0%
	Boston–Flutie Pass–Worcester commuter	59.1%	0.0%	0.0%	9.1%	18.2%	4.6%	0.0%	9.1%
	Boston–Worcester (intrastate passengers on Hartford bus)	50.0%	0.0%	0.0%	12.5%	12.5%	25.0%	0.0%	0.0%
	Hyannis–Providence	38.9%	0.0%	0.0%	38.9%	22.2%	0.0%	0.0%	0.0%
	Providence–Albany via Worcester, Springfield, Lee, Lenox, and Pittsfield	42.9%	0.0%	0.0%	28.6%	14.3%	0.0%	0.0%	14.3%
	Springfield–Amherst (includes one trip to Greenfield)	55.6%	2.8%	0.0%	25.0%	16.7%	0.0%	0.0%	0.0%
Yankee	Boston–Concord–Acton	0.0%	10.0%	0.0%	20.0%	70.0%	0.0%	0.0%	0.0%

Source: CTPS survey

The Greyhound and Peter Pan websites only reveal schedule information as the user attempts to make a reservation between a specific city-pair. Easy-to-download-and-print PDF schedules are not provided. These two carriers have the most extensive New England route systems, and regular users of a particular route are logically a prime potential market for making new trips on connecting services offered directly by these carriers as well as other connecting carriers. It could be advantageous if Greyhound and Peter Pan had system or regional timetables available in a PDF format that included connecting services.

Eleven carriers offer online ticket sales:

- Boston Express (excluding multi-trip tickets)
- Bolt (can only purchase online or by phone)
- Concord Coach
- C&J (excluding multi-trip tickets)
- Dartmouth Coach
- Fung Wah
- Greyhound
- Limoliner (can only purchase online)
- Lucky Star
- Megabus
- Peter Pan (excluding multi-trip tickets)

Six carriers do not offer online ticket sales or credit card sales (unless noted):

- Bloom
- Coach Company
- DATTCO
- MVRTA
- P&B (credit cards accepted at terminal, not onboard bus)
- Yankee

When CTPS staff visited South Station in June 2012, printed schedules were readily available for New Hampshire–based carriers Boston Express, Concord Coach, C&J, and Dartmouth Coach. Plymouth & Brockton also had printed schedules available. Peter Pan had paper schedules available for only some of its services. None of the other carriers had printed schedules readily available.

Regional bus companies offering longer-distance, intercity services usually maintain a schedule database of North American destinations and services to which they will sell tickets and book reservations. These databases only include the company's own services and those partnered or pooled with another company. For example, Greyhound includes information for all NTBA members in its schedule database, but does not provide any information for Concord Coach's extensive Boston–Portland service. Instead, Greyhound

directs all passengers seeking schedule information for service between these two cities to Greyhound's own, rather limited service.

A majority of carriers are using social media both to promote their services and to send out information about delays or problems. Bolt Bus, Boston Express, C&J, Concord Coach, Dartmouth Coach, DATTCO, Greyhound, Limoliner, Megabus, Peter Pan, and World Wide are on both Facebook and Twitter, while P&B is currently only on Facebook.

P&B recently began advertising on the MBTA's website, placing a prominent link to its own website in a banner ad on the MBTA's home page. P&B appears to be the only bus company purchasing ads at this website.

Greyhound markets through national radio, Internet, and yellow page advertising. The company also occasionally uses direct mail, newspaper advertisements, and promotional advertising.

7.3 Statewide and RTA-Level Schedule and Trip Planning Data for Rail and Bus Services

7.3.1 Statewide

There is presently no single online location where a traveler can find information for all of the existing regional services in the state. No statewide map of regional bus and rail services is available either, either in printed form or online.

Google Transit presents an opportunity for information on urban, rural, and intercity bus and rail services, both private and public, to be accessed by the potential traveler in a single location for trip-planning purposes. Unfortunately, P&B is currently the only Massachusetts private carrier included in Google Transit. It would most likely be a less complicated task for the Commonwealth to provide support to private carriers to generate and provide the data necessary for inclusion in Google Transit, and to provide the data for its public services for inclusion, than for it to develop its own trip planner for all services in the state. The site could be comprehensive, including the services of local RTAs, the MBTA, private carriers, Amtrak, and island ferries.

7.3.2 RTA-Level

Most of the websites of the local RTAs in the state include links to private-carrier regional bus service websites, but very little information is provided otherwise. In three RTA districts, regional bus routes have multiple stops within the service area of the RTA. The P&B Hyannis–Provincetown is entirely within the CCRTA service area, Peter Pan's Springfield–Amherst route is entirely within PVTA, and Peter Pan has two routes that make multiple stops in

BRTA communities. The Springfield–Albany, New York, route serves Lee, Lenox, and Pittsfield, as does a route from New York City that also serves Sheffield and Great Barrington on its way to Williamstown. These regional services could be included in RTA system maps and online trip planners. There may also be opportunities to coordinate the sales, marketing, and use of RTA monthly passes and of the discounted multi-ride tickets available from regional carriers.

7.3.3 Peer Comparisons

A review of state department of transportation websites for the 48 states in the continental U.S. shows that data presented for fixed-route operations within states varies greatly. This is true for both public transit services and regional services provided by private carriers. Several states produce maps and guides that include information on regional bus and rail services. These include:

- California: Amtrak California operates an extensive network of feeder buses connecting with Amtrak service in the state, and a statewide schedule is available both in print and online. The schedule, however, does not include other bus services, such as those operated by Greyhound, which are not part of the Amtrak California feeder network.
- Maine: Maine maintains a website with links to all public transportation service in the state, including interstate bus. The information is organized by county.
- Michigan: A statewide map of intercity bus service is available online.
- Oregon: The State of Oregon produces an intercity bus and rail timetable, which contains schedules for Greyhound and other intercity bus services, as well as for Amtrak and state-supported rail services in Oregon and nearby parts of Washington State. The timetable is available both in print and as a PDF file. A statewide transit-trip-planning website is also available.
- Pennsylvania: The state bureau of public transportation provides an online statewide transit map displaying service by county, including intercity bus.
- Washington: The Travel Washington website features a statewide schematic map of intercity bus routes. Routes are color-coded either by private carrier or, in the case of state-supported routes, by regional travel theme.
- Wisconsin: A statewide map of intercity bus service is available online.
- New Mexico: A statewide transit guide is available in print and online.

7.4 Existing Passenger Characteristics

The CTPS survey of intrastate regional bus passengers cited above in the analysis of carrier marketing also elicited demographic data, rider comments, and additional information on riders' viewpoints concerning regional bus services. These broader survey findings are summarized in this section.

7.4.1 Reasons for Riding the Bus

Riders were asked to give one or more reasons for their choice of regional bus, and these responses are summarized in Table 35. "Convenience" and "avoiding driving" were the two primary reasons for most routes and carriers. On 10 routes that operate beyond a reasonable driving distance to rail service, at least 10% of respondents selected "only transportation available" as their primary reason for riding the bus. Routes where rail is not available are:

- Bloom Taunton–Boston
- DATTCO Fairhaven–New Bedford–Boston
- P&B Hyannis–Boston
- P&B Provincetown–Hyannis
- Peter Pan Woods Hole–Falmouth–Boston
- Peter Pan Newport–Fall River–Boston
- Peter Pan Springfield–Boston
- Peter Pan Hyannis–Providence
- Peter Pan Providence–Albany
- Peter Pan Springfield–Amherst–Greenfield

7.4.2 Passenger Demographics

Tables 36 through 38 summarize passenger demographics by carrier and route. As shown in Table 36, female passengers are in the majority for almost all services.

Table 37 summarizes passenger age by carrier and route. The 45-64 age group is the largest age group for all routes except three. On the Provincetown–Hyannis and Springfield–Amherst routes, the 19-24 age group is largest, with substantial ridership including hospitality industry workers and college students, respectively. The 25-34 age group is largest on the Providence–Albany route, a route that carries virtually no commuters. Conversely, on the several routes that operate only a few peak-period buses, up to 80% of the riders are in the 45-64 age range.

Average household income varies greatly by service, as shown in Table 38. Over half the responses from Coach Company's two routes, C&J's Newburyport route, the MVRTA's commuter bus route, and Yankee Line's route reported household incomes of $100,000 or more. In contrast, 70% of

P&B's Hyannis–Provincetown riders and 50% of Peter Pan's Providence–Albany routes reported household income under $30,000.

7.4.3 Passenger Ratings of Service

In the survey, passengers were asked to score several aspects of regional bus service on a three-point scale, with "1" being good and "3" being poor; the responses are summarized in Table 39. The categories of "frequency of trips" and "comfort of seats" received the lowest ratings (the highest numbers) for most carriers. Respondents gave generally satisfactory ratings for reliability, driver courtesy, and cleanliness for most carriers. Satisfaction with travel time varied by route and carrier to a greater degree than did the other categories.

7.4.4 Passengers Preferences for Service Changes

The survey also asked riders to indicate the one type of service improvement they would most want to see implemented. The most popular response was "more frequent service," typically accounting for about half the responses, as shown in Table 40.

Over half the respondents on Peter Pan's Boston–Springfield and Springfield–Amherst routes asked for more express service. Peter Pan operates one-seat through-trips between Boston and Amherst Fridays and Sundays during the school-year. At other times, passengers must transfer in Springfield. Respondents may desire direct Boston–Amherst service on more than two days, reflecting perhaps the fact that many students don't have classes all five weekdays. A high percentage of P&B Hyannis–Boston passengers also expressed a desire for more express trips.

Earlier morning departures were desired by Haverhill–Boston route passengers using The Coach Company, and Newport–Fall Rive–Boston passengers using Peter Pan. Later departures from Boston were sought by MVRTA riders to Andover/Lawrence/Methuen and Bloom's riders to West Bridgewater/Taunton.

Table 35
Reasons for Using Regional Bus

Carrier	Route	Convenience	Avoid Parking	Speed/ Travel Time	Avoid Driving	Eco-Friendly	Low Ticket Price	Only Option
Bloom	Boston–West Bridgewater–Raynham–Taunton	23.7%	18.0%	4.5%	33.3%	1.9%	7.1%	10.9%
C&J	Boston–Newburyport	30.0%	11.8%	4.1%	33.5%	7.6%	9.4%	1.2%
Coach Company	Boston–Peabody–Newburyport	27.3%	18.2%	5.2%	37.7%	7.1%	3.9%	0.7%
	Boston–Topsfield–Boxford–Georgetown Groveland–Haverhill	29.4%	42.9%	2.0%	41.2%	5.9%	2.0%	2.0%
DATTCO	Boston–Taunton–New Bedford–Fairhaven	19.8%	10.6%	4.0%	37.4%	2.6%	8.4%	15.4%
MVRTA	Boston–Andover–Lawrence–Methuen	32.1%	3.8%	3.8%	22.6%	2.8%	31.1%	0.9%
P&B	Boston–Rockland–Marshfield–Kingston–Plymouth	46.9%	19.8%	8.0%	45.7%	10.5%	18.5%	4.6%
	Boston–Rockland–Plymouth–Bourne–Hyannis	39.2%	18.3%	2.6%	44.7%	7.31%	16.7%	13.6%

(Cont.)

Table 35 (Cont.)
Reasons for Using Regional Bus

Carrier	Route	Convenience	Avoid Parking	Speed/ Travel Time	Avoid Driving	Eco-Friendly	Low Ticket Price	Only Option
	Hyannis–Provincetown	30.2%	0.0%	14.0%	4.7%	7.0%	11.6%	30.2%
Peter Pan	Boston–Bourne–Falmouth–Woods Hole	15.7%	11.4%	0.0%	27.1%	11.4%	20.0%	11.4%
	Boston–Fall River–Newport	22.9%	2.1%	8.3%	27.1%	6.3%	8.3%	22.9%
	Boston–Framingham–Worcester–Springfield	27.7%	2.1%	2.1%	19.2%	10.6%	10.6%	27.7%
	Boston–Providence	28.9%	11.5%	1.9%	17.3%	5.8%	21.2%	5.8%
	Boston–Flutie Pass–Worcester Commuter	16.7%	25.0%	0.0%	36.1%	8.3%	11.1%	2.8%
	Boston–Worcester (intrastate passengers on Hartford bus)	41.2%	0.0%	17.7%	11.8%	5.9%	11.8%	5.9%
	Hyannis–Providence	44.0%	0.0%	0.0%	24.0%	4.0%	12.0%	16.0%
	Providence–Albany via Worcester, Springfield, Lee, Lenox, and Pittsfield	33.3%	0.0%	5.6%	5.6%	0.0%	33.3%	22.2%
	Springfield–Amherst (includes one trip to Greenfield)	31.3%	6.0%	3.0%	9.0%	3.0%	16.4%	31.3%
Yankee	Boston–Concord–Acton	36.8%	5.3%	5.3%	26.3%	5.3%	10.5%	10.5%

Source: CTPS survey

Table 36
Passenger Demographics: Gender

Carrier	Route	Male	Female
Bloom	Boston–West Bridgewater–Raynham–Taunton	41%	59%
C&J	Boston–Newburyport	40%	60%
Coach Company	Boston–Peabody–Newburyport	47%	53%
	Boston–Topsfield–Boxford–Georgetown–Groveland–Haverhill	36%	64%
DATTCO	Boston–Taunton–New Bedford–Fairhaven	45%	55%
MVRTA	Boston–Andover–Lawrence–Methuen	43%	57%
P&B	Boston–Rockland–Marshfield–Kingston-Plymouth	37%	63%
	Boston–Rockland–Plymouth–Bourne–Hyannis	46%	54%
	Hyannis–Provincetown	44%	56%

(Cont.)

Table 36 (Cont.)
Passenger Demographics: Gender

Carrier	Route	Male	Female
Peter Pan	Boston–Bourne–Falmouth–Woods Hole	42%	58%
	Boston–Fall River–Newport	59%	41%
	Boston–Framingham–Worcester–Springfield	44%	56%
	Boston–Providence	46%	54%
	Boston–Flutie Pass–Worcester Commuter	43%	57%
	Boston–Worcester (intrastate passengers on Hartford bus)	27%	73%
	Hyannis–Providence	47%	53%
	Providence–Worcester–Springfield–Pittsfield–Albany	38%	62%
	Springfield–Amherst (includes one trip to Greenfield)	39%	61%
Yankee	Boston–Concord–Acton	50%	50%

Source: CTPS survey

Table 37
Passenger Demographics: Age

Carrier	Route	18 or Under	19-24	25-34	35-44	45-64	65 or Over
Bloom	Boston–West Bridgewater–Raynham–Taunton	0.0%	3.9%	11.5%	26.0%	52.9%	5.8%
C&J	Boston–Newburyport	1.0%	6.7%	9.5%	12.4%	56.2%	14.3%
Coach Company	Boston–Peabody–Newburyport	0.0%	1.1%	14.0%	20.4%	60.2%	4.3%
	Boston–Topsfield–Boxford–Georgetown–Groveland–Haverhill	0.0%	0.0%	0.0%	3.7%	81.5%	14.8%
DATTCO	Boston–Taunton–New Bedford–Fairhaven	2.0%	10.5%	19.0%	26.8%	39.9%	2.0%
MVRTA	Boston–Andover–Lawrence–Methuen	0.0%	3.1%	11.3%	22.6%	56.5%	6.5%
P&B	Boston–Rockland–Marshfield–Kingston–Plymouth	0.0%	2.5%	8.1%	24.2%	63.4%	1.9%
	Boston–Rockland–Plymouth–Bourne–Hyannis	0.8%	5.9%	8.9%	13.7%	52.3%	18.5%

(Cont.)

Table 37 (Cont.)
Passenger Demographics: Age

Carrier	Route	18 or Under	19-24	25-34	35-44	45-64	65 or Over
Peter Pan	Hyannis–Provincetown	0.0%	55.6%	5.6%	2.8%	22.2%	13.9%
	Boston–Bourne–Falmouth–Woods Hole	0.0%	8.9%	13.3%	13.3%	46.7%	17.8%
	Boston–Fall River–Newport	0.0%	2.9%	17.1%	22.9%	45.7%	11.4%
	Boston–Framingham–Worcester–Springfield	2.9%	32.4%	8.8%	11.8%	35.3%	8.8%
	Boston–Providence	0.0%	2.7%	16.2%	13.5%	48.7%	18.9%
	Boston–Flutie Pass–Worcester Commuter	0.0%	4.8%	0.0%	9.5%	76.2%	9.5%
	Boston– Worcester (intrastate passengers on Hartford bus)	9.1%	9.1%	18.2%	27.3%	36.4%	0.0%
	Hyannis–Providence	5.3%	5.3%	5.3%	5.3%	63.2%	15.8%
	Providence–Worcester–Springfield–Pittsfield–Albany	0.0%	15.4%	46.2%	7.7%	23.1%	7.7%
	Springfield–Amherst (includes one trip to Greenfield)	4.9%	34.2%	7.3%	22.0%	26.8%	4.9%
Yankee	Boston–Concord–Acton	0.0%	0.0%	10.0%	10.0%	80.0%	0.0%

Source: CTPS survey

Table 38
Passenger Demographics: Household Income

Carrier	Route	Less than $30K	$30-49K	$50-79K	$80-99K	$100K or More
Bloom	Boston–West Bridgewater–Raynham–Taunton	4.3%	17.2%	29.0%	9.7%	39.8%
C&J	Boston–Newburyport	3.3%	8.7%	18.5%	9.8%	58.7%
Coach Company	Boston–Peabody–Newburyport	1.2%	4.7%	19.8%	11.6%	62.8%
	Boston–Topsfield–Boxford-–Georgetown-–Groveland–Haverhill	0.0%	0.0%	4.4%	8.7%	87.0%
DATTCO	Boston–Taunton–New Bedford–Fairhaven	22.3%	19.2%	30.8%	10.0%	17.7%
MVRTA	Boston–Andover–Lawrence–Methuen	6.9%	10.3%	22.4%	6.9%	53.5%
P&B	Boston–Rockland–Marshfield–Kingston–Plymouth	2.1%	8.5%	19.7%	21.1%	48.6%
	Boston–Rockland–Plymouth–Bourne–Hyannis	11.3%	18.5%	21.1%	14.3%	34.8%
	Hyannis–Provincetown	69.7%	15.2%	12.1%	0.0%	3.0%

(Cont.)

Table 38 (Cont.)
Passenger Demographics: Household Income

Carrier	Route	Less than $30K	$30-49K	$50-79K	$80-99K	$100K or More
Peter Pan	Boston–Bourne–Falmouth–Woods Hole	16.7%	14.3%	14.3%	21.4%	33.3%
	Boston–Fall River–Newport	24.2%	15.2%	15.2%	18.2%	27.3%
	Boston–Framingham–Worcester–Springfield	32.3%	32.3%	6.5%	6.5%	22.6%
	Boston–Providence	28.1%	25.0%	18.8%	3.1%	25.0%
	Boston–Flutie Pass–Worcester commuter	0.0%	5.9%	29.4%	23.5%	41.2%
	Boston–Worcester (intrastate passengers on Hartford bus)	30.0%	20.0%	30.0%	10.0%	10.0%
	Hyannis–Providence	38.9%	5.6%	27.8%	22.2%	5.6%
	Providence–Worcester–Springfield–Pittsfield–Albany	50.0%	30.0%	10.0%	10.0%	0.0%
	Springfield–Amherst (includes one trip to Greenfield)	40.0%	15.0%	17.5%	10.0%	17.5%
Yankee	Boston–Concord–Acton	0.0%	0.0%	0.0%	20.0%	80.0%

Source: CTPS survey

Table 39
Passenger Ratings of Service Characteristics

Carrier	Route	Reliability	Courtesy of Drivers	Frequency of Trips	Travel Time	Clean-liness	Comfort of Seats
Bloom	Boston–West Bridgewater–Raynham–Taunton	1.7	1.3	1.9	1.9	1.5	1.7
C&J	Boston–Newburyport	1.1	1.0	1.3	1.3	1.0	1.3
Coach Company	Boston–Peabody–Newburyport	1.6	1.3	1.8	1.7	2.1	2.2
	Boston–Topsfield–Boxford–Georgetown–Groveland–Haverhill	1.1	1.0	1.9	1.9	1.4	1.6
DATTCO	Boston–Taunton–New Bedford–Fairhaven	1.6	1.4	1.8	1.6	1.5	1.7
MVRTA	Boston–Andover–Lawrence–Methuen	1.1	1.0	1.6	1.6	1.2	1.3
P&B	Boston–Rockland–Marshfield–Kingston–Plymouth	1.4	1.2	1.7	1.6	1.5	1.8
	Boston–Rockland–Plymouth–Bourne–Hyannis	1.4	1.3	1.4	1.5	1.5	1.7

(Cont.)

Table 39 (Cont.)
Passenger Ratings of Service Characteristics

Carrier	Route	Reliability	Courtesy of Drivers	Frequency of Trips	Travel Time	Clean-liness	Comfort of Seats
Peter Pan	Hyannis–Provincetown	1.4	1.2	2.1	1.2	1.2	1.4
	Boston–Bourne–Falmouth–Woods Hole	1.2	1.1	1.9	1.2	1.6	1.6
	Boston–Fall River–Newport	1.3	1.3	1.3	1.3	1.3	1.3
	Boston–Framingham–Worcester–Springfield	1.3	1.4	1.4	1.6	1.4	1.5
	Boston–Providence	1.2	1.1	2.0	1.4	1.4	1.4
	Worcester–Boston, Flutie Pass Commuter	1.4	1.1	2.7	1.9	1.7	1.6
	Boston–Worcester (intrastate passengers on Hartford bus)	1.4	1.2	1.5	1.2	1.4	1.2
	Hyannis–Providence	1.2	1.1	1.5	1.4	1.2	1.3
	Providence–Worcester–Springfield–Pittsfield–Albany	1.4	1.2	1.5	1.6	1.3	1.6
	Springfield–Amherst (includes one trip to Greenfield)	1.3	1.4	1.6	1.6	1.5	1.5
Yankee	Boston–Concord–Acton	1.0	1.0	2.1	1.3	1.0	1.1

KEY: 1 = Good; 3 = Poor
Source: CTPS survey

Table 40
Passenger Preferences for Changes to Service

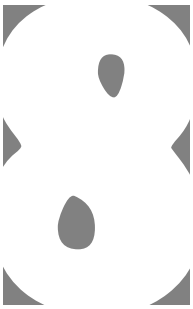
Carrier	Route	Earlier Service	Later Service	More Frequent	More Express	Other Service
Bloom	Boston–West Bridgewater–Raynham–Taunton	4.7%	23.3%	51.2%	11.6%	9.3%
C&J	Boston–Newburyport	7.0%	11.3%	47.9%	23.9%	9.9%
Coach Company	Boston–Peabody–Newburyport	15.6%	18.2%	50.7%	10.4%	5.2%
	Boston–Topsfield–Boxford–Georgetown–Groveland–Haverhill	26.1%	13.0%	47.8%	8.7%	4.4%
DATTCO	Boston–Taunton–New Bedford–Fairhaven	9.6%	19.9%	52.2%	16.2%	2.2%
MVRTA	Boston–Andover–Lawrence–Methuen	10.4%	25.0%	45.8%	14.6%	4.2%
P&B	Boston–Rockland–Marshfield–Kingston–Plymouth	3.0%	9.1%	52.3%	30.3%	5.3%
	Boston–Rockland–Plymouth–Bourne–Hyannis	4.3%	9.7%	39.2%	38.4%	8.5%

(Cont.)

Table 40 (Cont.)
Passenger Preferences for Changes to Service

Carrier	Route	Earlier Service	Later Service	More Frequent	More Express	Other Service
Peter Pan	Hyannis–Provincetown	9.7%	16.1%	71.0%	3.2%	0.0%
	Boston–Bourne–Falmouth–Woods Hole	6.1%	24.2%	54.6%	9.1%	6.1%
	Boston–Fall River–Newport	23.3%	6.7%	56.7%	3.3%	10.0%
	Boston–Framingham–Worcester–Springfield	4.4%	8.7%	26.1%	56.5%	4.4%
	Boston–Providence	3.9%	15.4%	69.2%	7.7%	3.9%
	Boston–Flutie Pass–Worcester commuter	9.1%	4.6%	77.3%	0.0%	9.1%
	Boston–Worcester (intrastate passengers on Hartford bus)	0.0%	16.7%	33.3%	33.3%	16.7%
	Hyannis–Providence	7.1%	7.1%	50.0%	14.3%	21.4%
	Providence–Worcester–Springfield–Pittsfield–Albany	12.5%	0.0%	50.0%	25.0%	12.5%
	Springfield–Amherst (includes one trip to Greenfield)	8.6%	11.4%	25.7%	51.4%	2.9%
Yankee	Boston–Concord–Acton	0.0%	0.0%	100.0%	0.0%	0.0%

Source: CTPS survey



Funding Programs

This chapter discusses the federal and state funding programs available for regional bus services, then provides a review of the use of funding by carriers in other states.

8.1 Federal Intercity Bus Operating Assistance—Section 5311(f)

The Bus Regulatory Reform Act enacted in 1982 granted intercity bus operators much greater leeway in eliminating or adding service than they had been given under previous regulatory acts, some dating from the 1930s. By 1991, intercity bus service in in many rural, non-urbanized areas had been reduced significantly. In response, the multi-year federal authorization enacted that year, the Intermodal Surface Transportation Efficiency Act (ISTEA), included a provision in Section 18(i) for financial assistance for maintaining or expanding intercity bus service in non-urbanized areas.

Section 18 of ISTEA became Section 5311 in the next authorization, the Transportation Equity Act for the 21st Century (TEA-21), enacted in 1998. The Section 5311 designation has continued through subsequent authorizations, and provides for federal funding for transit services in non-urbanized and rural areas with populations less than 50,000. Funding nationwide is allotted to the states for distribution by state officials to local applicants. The funding allocation by state is based on each state's non-urbanized population. Section 5311 funds can be used for capital expenditures, as well as operating, planning, or administrative expenses. Eligible recipients of Section 5311 funding include state agencies, local municipalities, nonprofit organizations, and local transit operators.

TEA-21 also codified intercity bus assistance as Section 5311(f). Section 5311(f) requires each state to expend at least 15% of its annual Section 5311 apportionment to "carry out a program to develop and support intercity bus transportation." This 15% requirement applies only to the amount of FTA's

annual apportionment of Section 5311 funds to the state and does not apply to any funds the state subsequently transfers to its Section 5311 program from a different program.

The 15% requirement can be waived if the governor certifies that "the intercity bus service needs of the state are being met adequately." The Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) reauthorization, enacted in 2005, amended Section 5311(f) to require that a state consult with intercity bus providers before the governor makes the certification that intercity bus services are adequate. This remains unchanged in the most recent reauthorization, enacted in July 2012, Moving Ahead for Progress in the 21st Century (MAP-21).

The Federal Transit Administration uses the following definition of intercity bus service from 49 U.S.C. 5302(a):

> *Regularly scheduled bus service for the general public that operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, that has the capacity for transporting baggage carried by passengers, and that makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available.*

Commuter-only services are not eligible for Section 5311(f) funding. The FTA definition of commuter service is:

> *Fixed route bus service, characterized by service predominantly in one direction during peak periods, limited stops, use of multi-ride tickets, and routes of extended length, usually between the central business district and outlying suburbs.*

Several of the regional bus services operating in Massachusetts would be categorized as commuter bus. These include the Coach Company and Yankee Line routes and the MVRTA Boston commuter bus. There are a significant number of routes operated by other carriers that have a large percentage of daily riders who are commuters but are not considered commuter routes because of other characteristics. These characteristics include service in both directions during peak periods; off-peak service, including weekends; routes connecting two urban areas; and the ability to sell through-tickets to destinations throughout the nationwide bus network.

Section 5311(f) funding may be used, however, to assist feeder services that make meaningful connections with intercity bus services. These feeder services do not necessarily have to possess the same characteristics as intercity bus service (such as equipment type or only making limited stops), but services that merely stop at an intercity bus station as one of many stops and

share no other characteristics of an intercity feeder service are not necessarily eligible for §5311(f) funding.

Intercity bus activities eligible for Section 5311(f) funding include:

> *Planning and marketing for intercity bus transportation, capital grants for intercity bus shelters, joint-use stops and depots, operating grants through purchase-of-service agreements, user-side subsidies and demonstration projects, and coordination of rural connections between small public transportation operations and intercity bus carriers.*

This listing does not preclude other capital and operating projects for the support of rural intercity bus service. For example, the state may provide operating assistance to a public or private nonprofit organization for the direct operation of intercity service after appropriate consideration of participation by private for-profit service providers. Capital assistance may be provided to purchase vehicles or vehicle-related equipment such as wheelchair lifts for use in intercity service. Charter and tour services are not eligible for assistance.

Section 5311(f) funds can cover up to 50% of operating costs and up to 80% of capital costs for each funded project. The cost of operating the service is defined as a net cost, with the total operating costs being reduced by any operating revenues realized, mostly from the farebox.

The non-federal subsidy can be contributed by one or more local sources, including state or local governments, RTAs, nonprofit institutions, or for-profit intercity bus carriers. Identifying sources for the 50% local match for operating costs has proved difficult, and a pilot program was initiated in 2006 that allows for the value of capital equipment provided by a bus operator on a connecting, unsubsidized service to be considered a part of the local match. MAP-21 codified this pilot program as Section 5311(g), as follows:

> *In the case of an intercity bus project that includes both feeder service and an unsubsidized segment of intercity bus service to which the feeder service connects, [the remainder of net project costs] may be derived from the costs of a private operator for the unsubsidized segment of intercity bus service as an in-kind match for the operating costs of connecting rural intercity bus feeder service funded under subsection (f), if the private operator agrees in writing to the use of the costs of the private operator for the unsubsidized segment of intercity bus service as an in-kind match.*

In FFY 2012, a total of $525,778 in Section 5311(f) funding was awarded by Massachusetts to two carriers, $246,028 to Plymouth & Brockton and $279,750 to Peter Pan. P&B used the funds to subsidize the operation of its Provincetown–Hyannis route outside of the peak summer season. Peter Pan

has used the funds for capital improvements to its Springfield bus terminal and the MassDOT Falmouth bus depot.

MAP-21 left the Section 5311(f) intercity bus program largely unchanged. Section 5311(f) continues as the basis of federal support for intercity bus service, and it is appropriate to consider its present exact language in MAP-21:

> *Intercity Bus Transportation –*
>
> *(1) IN GENERAL – A State shall expend at least 15 percent of the amount made available in each fiscal year to carry out a program to develop and support intercity bus transportation. Eligible activities under the program include –*
>
> *(A) planning and marketing for intercity bus transportation;*
>
> *(B) capital grants for intercity bus shelters;*
>
> *(C) joint-use stops and depots;*
>
> *(D) operating grants through purchase-of-service agreements, user-side subsidies, and demonstration projects; and*
>
> *(E) coordinating rural connections between small public transportation operations and intercity bus carriers.*
>
> *(2) CERTIFICATION – A State does not have to comply with paragraph (1) of this subsection in a fiscal year in which the Governor of the State certifies to the Secretary, after consultation with affected intercity bus service providers, that the intercity bus service needs of the State are being met adequately.*

8.2 Additional Federal Programs

There are several other FTA programs authorized in MAP-21 that in some circumstances could provide funding support for intercity and regional bus services. These programs may have existed in some form in earlier authorizations; this section summarizes these programs as they are now authorized in MAP-21.

8.2.1 Urbanized Area Formula Program—Section 5307

The Urbanized Area Formula Program is intended to provide grants for capital projects, for planning, and for job access and reverse-commute projects. Operating assistance is allowed in areas that meet several criteria. The amount of Section 5307 funding allocated to each urban area is based on a set of formulas, published in Section 5336, related to population, population density, and service statistics reported in the National Transit Database (NTD).

The service statistics include vehicle revenue-miles, directional route-miles, passenger-miles, and operating expenses. These are calculated for both the fixed-guideway and non-fixed-guideway services within the urbanized area.

Agencies report data for their own agency, and they compile their service statistics covering urbanized areas according to guidelines found in the NTD Reporting Manual. The NTD guidelines ensure that, for federal funding allocation, track miles are only counted once and that other statistics are compiled according to a reasonable and consistent methodology.

In the past, operators like Bonanza (since acquired by Peter Pan) voluntarily reported their service statistics in the NTD. Bonanza reported service that ran through the Providence and Boston urbanized areas, and Bonanza's service statistics were counted in the total Section 5307 allocation to these urbanized areas.

The largest share of Section 5307 funds is spent on capital expenses. The use of Section 5307 funds for operating assistance is limited, and where operating assistance is permitted, a 50% local match is required.

Use of Section 5307 funds for operating assistance is permitted in areas with a population of fewer than 200,000 individuals and for non-rail services in areas with a population more than 200,000 individuals if a public transportation system operates fewer than 100 buses. If a system operates fewer than 76 buses on fixed routes during peak hours, no more than 75% of the area's 5307 allocation attributed to the system may be spent on the system's operating expenses. If a system operates between 76 and 100 peak-period, fixed-route buses, no more than 50% of the urbanized area's allocation attributed to the system may be spent on the system's operating expenses.

Examples of Regional Commuter Services Funded with Section 5307 Funds

Birnie Bus Services in Utica, New York, operates local regional service within the Utica urbanized area as well as intercity bus services. The Utica MPO has programmed Section 5307 funds for the local service and 5311(f) funds for the intercity services. Birnie Bus Services receives Section 5307 funds for both operating assistance and preventive maintenance, considered a capital expense.

Adirondack Trailways provides commuter service to Albany, New York, supported by Section 5307 funds programmed by the Ulster County Transportation Council (UCTC). The specific application of the Section 5307 funds has evolved within the MPO process. In an earlier Transportation Improvement Plan (TIP), UCTC programmed the funds for preventive maintenance of Adirondack facilities and equipment. The 2009 TIP used

Section 5307 funds to purchases buses for lease to Adirondack. TIP amendments currently being considered would program Section 5307 funds for "capital cost of contracting to Adirondack Trailways."

8.2.2 Bus and Bus Facilities Formula Grants—Section 5339

The federal multi-year authorizations have long provided both formula-based and non-formula-based support for fixed-route-transit capital investments. In prior authorizations, all grants were authorized through Section 5309. In MAP-21, the Section 5309 designation continues, but it authorizes funding solely for "New Starts" investments.

MAP-21 created several new sections, including Section 5339, authorizing certain types of investments that were previously authorized through Section 5309. Section 5339 funds are provided with the goal of replacing, rehabilitating, and purchasing buses and related equipment and constructing bus-related facilities. Grant recipients must be public agencies or private nonprofit organizations engaged in public transportation.

8.2.3 State of Good Repair Formula Grants—Section 5337

MAP-21 also created the Section 5337 State of Good Repair Formula Grants program, funding that had previously been available through Section 5309. As in prior authorizations, the primary purpose of this program is funding support for fixed-guideway transit systems.

Section 5337 does, however, define a new class of transit service, "high intensity motor buses," for which a small portion of Section 5337 funding is authorized. "High intensity motor buses" is defined as public transportation that is provided on a facility with access for other high-occupancy vehicles.

Funds are allocated to each urbanized area based on the number of high intensity motorbus vehicle revenue miles and directional high intensity motorbus route miles. The service operating in the high-occupancy vehicle lanes must have been operating for seven years before the fiscal year of the allocation. This expanded eligibility reflects the interest in a growing number of urban areas in implementing bus rapid transit operating practices.

8.2.4 Formula Grants for Rural Areas—Section 5311

Funding support for rural public transportation services is authorized in Section 5311. Aside from the 15% of 5311(f) funds directed to intercity bus service, rural transit funding may be spent on capital projects, operating expenses, purchase of transit services from private carriers, and job access and reverse-commute projects. These funds are allocated based on the land area and population of a state, rural vehicle-revenue-miles, and the number of low-income people living in rural areas.

8.2.5 Enhanced Mobility of Seniors and Individuals with Disabilities—Section 5310

Section 5310 authorizes funding for transit projects that do one or more of the following:

- Meet the needs of seniors and people with disabilities when current transit options are insufficient
- Exceed the requirements of the Americans with Disabilities Act (ADA)
- Reduce reliance on paratransit services
- Provide other non-public-transportation alternative transportation options that assist seniors and people with disabilities.

Funds are allocated to large urban areas, small urban areas, and rural areas. Projects are solicited from potential sub-recipients by the MPO in the case of large urban areas and by the state in the cases of small urban areas and rural areas. MAP-21 merged the former Section 5317 New Freedom Program into Section 5310, previously known as the Elderly and Disability Program, to create the current, renamed program.

8.2.6 Congestion Mitigation and Air Quality (CMAQ) Funds

Since the enactment of ISTEA in 1991, the multi-year transportation authorizations have provided for a class of expenditures that were expressly envisioned by Congress to help bring states into compliance with the Clean Air Act. The program is referred to as Congestion Mitigation and Air Quality (CMAQ) in explicit acknowledgment of the fact that motor vehicles traveling in congested road conditions experience delay and lengthened travel times, both of which result in higher levels of vehicle emissions. Authorized CMAQ funds are jointly administered by the FTA and the Federal Highway Administration (FHWA). A CMAQ program description is available at http://www.fhwa.dot.gov/environment/air_quality/cmaq/.

The Clean Air Act Amendments of 1990 added several tools to the effort to attain the National Ambient Air Quality Standards (NAAQS). Areas that had not yet achieved the NAAQS, known as “nonattainment areas,” would be subject to more stringent control measures. Recognizing the link between transportation and air quality, allowable tailpipe emissions were further reduced. Also, in an important new step, transportation planning and air quality planning were explicitly linked.

The link between transportation and air quality planning was strengthened the following year with the passage of the ISTEA multi-year authorization. As implied by its name, ISTEA made transportation planning explicitly multimodal. Established with a five-year authorization level of $6 billion, the CMAQ

program was conceived to support surface transportation projects and other related efforts that contribute to air quality improvements by providing congestion relief. The CMAQ program was reauthorized in 1998 under the TEA-21 authorization, again in 2005 under SAFETEA-LU, and mostly recently, in July 2012, under MAP-21.

CMAQ is an apportioned program, and each year's funding is distributed to the states via a statutory formula based on population and air quality classifications designated by the EPA. While the bulk of TEA-21 and SAFETEA-LU funding was focused on nonattainment areas and so-called “maintenance” areas, states without nonattainment or maintenance areas also received a minimum apportionment of CMAQ funding.

Under SAFETEA-LU, CMAQ provided just under $9 billion in grants to MPOs, state DOTs, and individual project sponsors for a diverse set of transportation-environmental projects. SAFETEA-LU expanded the range of eligible CMAQ project types, placing more priority on diesel engine retrofits and similar cost-effective emission reduction actions as well as congestion mitigation projects that provide air quality benefits.

Expanded regional bus service between Boston and New Hampshire was initiated with CMAQ funding support. Private carriers had long operated profitably between points in New Hampshire and Boston, but there was a perception both in the industry and at public authorities that a larger regional bus market remained untapped because of a need for strategically located park-and-ride lots.

The State of New Hampshire envisioned added service over both the U.S. 3 corridor from Nashua and the I-93 corridor serving Londonderry and Salem, New Hampshire. Service was initiated in 2007 from Nashua by the newly incorporated Boston Express, jointly owned by C&J and Concord Coach, with buses purchased by New Hampshire DOT using CMAQ funds and leased to the new carrier.

Service in the I-93 corridor began in November 2008. With CMAQ support, New Hampshire built new park-and-ride lots with station buildings at Exit 2 in Salem and Exit 5 in Londonderry and added a new station building at an existing lot at Exit 4. A bus maintenance facility was also constructed at the Exit 5 location. Additional new buses were purchased for lease to Boston Express, and operating funding was provided for the period of November 2008 to November 2011.

Application Process for Funds

The Commonwealth of Massachusetts has recently streamlined the application process for several of the federal programs into a single community transit grant program application. The majority of the programs and funding relate to

support for RTAs, but any support for regional bus service would go through the new, consolidated grant application process.

8.3 State Funding

Prior to 2010, Massachusetts provided operating subsidies to a number of commuter bus services running between the then 78-community MBTA district and communities outside of the district. This was known as the interdistrict program, and there have been no operating subsidies provided directly by the Commonwealth to any private regional carriers since it was phased out in 2010. This section discusses what happened to the formerly subsidized routes after the subsidy ended and then reviews a continuing capital subsidy program.

8.3.1 The Discontinued Interdistrict Operating Subsidy Program

Nine routes were subsidized by the interdistrict program: one each operated by Bloom and Peter Pan, two routes each operated by Cavalier Coach and the Coach Company, and three P&B routes.

Three of these routes have since been completely discontinued, including P&B's Marshfield–Braintree route, which was discontinued immediately when the subsidy was withdrawn. Cavalier Coach initially responded by raising fares and combining its Northborough–Marlborough–Boston "Post Road" route and Marlborough–Southborough–Framingham–Boston route into a single loop service. The combined route was completely discontinued in 2011.

Six of the formerly subsidized routes survived in some manner as carriers responded by increasing fares, reducing trips, or both. Bloom Bus reduced midday and evening service, and the Coach Company both reduced trips and increased fares. Peter Pan reduced the commuter service schedule from three round-trips to one round-trip but also modified the schedule of a Springfield–Boston trip, adding a stop in Framingham convenient for commuters. P&B was able to continue two of its formerly subsidized runs by just increasing fares.

The interdistrict program had been level-funded at just over $1 million for a number of years, this subsidy being divided over all subsidized routes. Funding had been withdrawn in prior years from weaker routes with a high subsidy per passenger; the overall program was eliminated because of budget austerity, not weak ridership.

8.3.2 Capital Subsidies

Starting in 1983, Massachusetts began a program of periodically making a quantity purchase of coach-type buses that could be leased on favorable terms to regional carriers. This program is important because even carriers

operating without subsidy may find it difficult to replace buses after the recommended maximum 12 years of service.

There was a second quantity purchase of 28 buses in 1988, and these buses are in the process of being retired. In 2011, Massachusetts won a grant through a competitive FTA program; this grant will be used to purchase 30 new over-the-road coaches later in 2012.

8.4 Peer Review of Regional Bus Funding Programs

As part of this study, a review was conducted of the efforts of other states to provide support, with both state and federal funding, to private intercity and regional bus operators. The findings are summarized below. The support for intercity service is entirely through Section 5311(f), which does not provide support for commuter services. A number of federal and state programs are available to support private regional commuter services.

8.4.1 Use of Federal Section 5311(f) Funding for Intercity Service

A total of 37 states reported using their Section 5311(f) allocation and local match to provide operating support for private carriers. The carriers receiving this support in 2010 are listed by state, below. These supported carriers are by no means the only carriers operating in the state and are not necessarily the largest.

- Alabama — Capital Trailways
- Alaska — Alaska Direct Bus Line
- Arkansas — Jefferson Lines, Kerrville Bus
- California — Greyhound
- Colorado — Black Hills Stage Lines, Burlington Trailways, Greyhound
- Florida — Greyhound
- Idaho — Northwestern Trailways, Salt Lake Express
- Indiana — Miller Trailways
- Iowa — Jefferson Lines, Burlington Trailways
- Kansas — Bee-Line Bus
- Kentucky — Greyhound
- Louisiana — LA SWIFT
- Maine — Cyr Bus, West's Transportation
- Maryland — Greyhound

• Massachusetts	Peter Pan, Plymouth & Brockton
• Michigan	Indian Trails, Jefferson Lines, Greyhound
• Minnesota	Jefferson Lines
• Missouri	Burlington Trailways, Jefferson Lines, Shumake's Ozark Village
• Mississippi	Delta Bus
• Montana	Rimrock Trailways
• Nebraska:	Black Hills Stage Lines
• Nevada	Greyhound
• New Hampshire:	Concord Coach
• New Mexico	New Mexico DOT park-&-ride service
• New York	Adirondack Trailways, Birnie Bus, Brown Coach, Coach USA, Coxsakie Transport, Fullington Trailways, Greyhound, Newburgh-Beacon Bus Corp.
• North Carolina	Coach America, Greyhound
• North Dakota	Jefferson Lines, New Town Bus Lines
• Ohio	Lakefront Lines
• Oregon	Porter Stage Lines, TAC Transportation, Oregon Coachways, The Shuttle, Inc., CAC Transportation, Valley Retriever
• Pennsylvania	Bieber, Fullington, Myers Coach, Susquehanna, Greyhound (17 routes)
• South Dakota	Jefferson Lines
• Tennessee	Anchor Trailways (route recently discontinued)
• Texas	Greyhound, Kerrville, All Aboard America, Jefferson Lines, Concho Coaches
• Utah	Greyhound
• Washington	Northwestern Stage, Heckman Motors, Central Washington Airporter
• Wisconsin	Jefferson Lines
• Wyoming	Black Hills Stage Lines

Five states use §5311(f) to support intercity service through mechanisms other than direct support of a private carrier. Georgia uses §5311(f) funds for intercity-service-related capital projects. Virginia and West Virginia support public transit routes between urban areas that qualify as intercity services. Arizona and Illinois use §5311(f) funds to support rural transit services that connect with and feed passengers to private intercity carriers.

Four geographically small states have statewide transit agencies and do not use §5311(f) to support private intercity carriers. State-operated bus services in Delaware, Rhode Island, and New Jersey operate throughout the three states. A state agency, Connecticut Transit, operates buses in a number of locations in Connecticut. These operations, in conjunction with Amtrak, commuter rail, and several unsubsidized intercity bus services, effectively link together all of Connecticut's urbanized areas.

Greyhound is the primary bus carrier in a number of states, and 12 states report using §5311(f) funds to support some Greyhound routes. Other regional bus carriers usually have limited coverage, with Jefferson Bus Lines being an exception. Jefferson's routes extend through the mid-continent between Texas and Canada, and nine states report supporting Jefferson Lines with §5311(f) funds. Most regional bus carriers, including larger systems like Jefferson and Indian Trails in Michigan, work with and feed riders into the larger Greyhound system.

Intercity bus studies have been undertaken and made public by the 16 states listed below since 2007. Review of existing and potential §5311(f)-funded initiatives was a primary focus of many of these studies.

- Alabama, 2007
- Arizona, 2008 (primarily rural plan with some intercity)
- California, 2008
- Florida, 2009
- Indiana, 2009
- Minnesota, 2010
- Missouri, 2010
- Montana, 2011
- New Mexico, 2010 (primarily rural plan with some intercity)
- North Carolina, 2009
- Ohio, 2007
- South Carolina, 2012
- Tennessee, 2010
- Utah, 2010
- Vermont (a full public transportation policy plan, including intercity bus)
- Wisconsin, 2010

Most of these states are much larger than Massachusetts, and a review of the studies found that most of the analyses considered the availability of bus service within 25 miles as providing good access. Some public transit agencies in these states operate their entire route systems in rural areas. In contrast, rural and non-urbanized transit services in Massachusetts are usually anchored at some point to an urban area. Furthermore, Massachusetts is unusual in having a relatively large number of private carriers providing service, some of which are competing in several well-served corridors.

8.4.2 Regional Commuter Bus Services Provided by Private Carriers

Commuter bus services provided directly by private carriers and open to the general public are no longer common in the United States. Boston, New York City, and Washington, D.C., have extensive private carrier commuter service, but outside of these markets private commuter services are limited. The federal support usually available for intercity carriers, §5311(f), cannot be used to support commuter services.

The majority of private carrier commuter bus services in the United States receive government support in the form of either operating subsidies, capital equipment, or both. There do remain, however, several completely unsubsidized operations serving cities outside Massachusetts.

This section describes a number of private commuter services operating in parts of the country other than Boston that post their offerings on-line. Some operate without a subsidy, some with a partial subsidy, a few under direct contract from a government authority.

- New York City/Northern New Jersey

  The largest concentration of commuter bus services operated by private carriers in the United States can be found in northern New Jersey; they connect numerous New Jersey communities with New York City. New Jersey Transit (NJT), the statewide transit agency for New Jersey, provides no operating subsidies to the six operators that provide these services.

  NJT does, however, provide capital support, having purchased hundreds of buses for distribution via lease to New Jersey carriers since the 1970s. The six New Jersey bus companies taking advantage of NJT equipment are: Academy, Coach USA, Lakeland, Decamp, Trans Bridge, and Carefree.

  In addition to these six New Jersey carriers, two non–New Jersey carriers provide unsubsidized commuter services to New York City. Martz Trailways operates commuter routes between locations in

Pennsylvania and New York City, with some buses also stopping in New Jersey.

Greyhound operates in 48 states, and once offered commuter services in numerous urban markets. Greyhound has since exited all commuter markets but one: it still operates frequent, unsubsidized commuter service between Mount Laurel, New Jersey, and New York City.

Three private carriers operate regional buses without any subsidy between points on Long Island and New York City. These include Hampton Jitney, Hampton Luxury Liner, and Long Island Transit, an affiliate of World Wide Bus.

Atlantic Express operates express bus service between the New York City boroughs of Staten Island and Manhattan under contract to the New York City Department of Transportation. While this route begins and ends in New York City, the buses travel through New Jersey.

- Washington, D.C.

  After New York City's services, the largest concentration of private carrier commuter bus service is that which connects Washington, D.C., with its Maryland and Virginia suburbs. Maryland DOT supports service in Maryland through the purchase and lease of buses to the private operators, while the carriers in Virginia appear to be totally self-supporting.

  The Maryland service has evolved into a contract service, with Maryland DOT providing full financial support and choosing operators through a bid process. The Maryland Mass Transit Administration (MTA) leases 50 buses to the private carriers and disseminates schedule and route information for all services. The private carriers that operate under contract to MTA are BJ Express, Dependable Commuter Service, Dillon's Bus Service, Eyre Bus, Johnson's Bus, and Keller Transportation.

  The bus companies operating in Virginia are Academy Express, D&B Bus/Quick Commuter Bus, L&J Transport, Lee Coaches, Martz/National Coach Works, Reston Bus Express, and Schrock Tour & Charter. Several counties in Virginia operate their own commuter service in addition to that provided by private carriers.

- Albany, New York

  Peak-period commuter service between Albany and points in New York is provided by Brown Coach, Upstate Transit, Yankee Trails, Adirondack Trailways, and Coxsackie Transportation. One Yankee Trails route

extends to Bennington, Vermont. A LINK ticket is available which allows transfers to Capital District Transit Authority (CDTA) buses in Albany.

- Harrisburg, Pennsylvania

  Fullington Trailways operates one round-trip during peak hours that is part of a regional route subsidized by Pennsylvania's intercity bus program. R&J Tours operates limited service between Harrisburg and communities to the east.

- Hartford, Connecticut

  Four private carriers, Collins Bus, Peter Pan, DATTCO, and Kelley Transit, operate express bus service to Hartford. At one time these routes were supported by state operating subsidies. The Connecticut Department of Transportation has gradually taken a larger role in providing these services, both owning the equipment and contracting for specific services.

- Milwaukee, Wisconsin

  Wisconsin Coach, a Coach USA Company, operates service between Milwaukee, Racine, and Kenosha under contract to the City of Racine. Wisconsin Coach operates additional service into Wausau County under contract to the County. Although operated under contract to city and county agencies, these services are still marketed to the riding public as Wisconsin Coach Lines services. Wisconsin Coach had been the original service provider preceding any subsidy or contract arrangements.

- Orange County, New York

  Monsey Trails and Monroe Bus operate service between Orange County and New York City. Orange County uses federal §5307 capital grants to purchase buses for lease to the carriers and supports these services with operating assistance from New York State. Where a local match to the operating assistance is required, the operators provide this match to the county.

- Philadelphia, Pennsylvania

  Bieber Bus operates commuter service on two routes between Reading and Philadelphia. Bieber receives assistance from Pennsylvania's intercity bus program.

- Pittsburgh, Pennsylvania

  Myers Coach provides limited commuter bus service between Pittsburgh and Butler and Grove City. This service is subsidized by the Pennsylvania intercity bus program.

Lenzer Coach, a Coach USA company, operates an unsubsidized service between Pittsburgh and Warrendale and Cranberry Townships. This service, which replaced a discontinued Port Authority Transit (PAT) express bus route in March 2011, requires riders to have reservations. Service on another former PAT route was discontinued in November 2011 because of low ridership.

- Rochester, Minnesota

  Rochester City Lines operates unsubsidized commuter express bus service between Rochester and its suburbs. It formerly operated local bus service under contract to the city but recently lost that contract.

- West Chester, Pennsylvania

  Krapf's Coaches operates unsubsidized local and commuter services between West Chester and Coatesville.

- Silicon Valley region, California

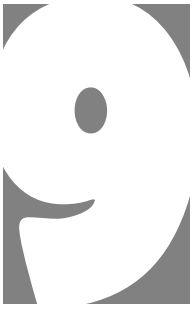
  Bauer's Intelligent Transportation operates a commuter bus service connecting technology employment centers in Milpitas and Fremont with residential areas of San Francisco and Vacaville, a city half way to Sacramento. These services are open to the general public, but reservations are required. The schedules operated and equipment provided mimic employer-contracted commuter bus services, which have become popular with large information technology employers in the San Francisco Bay area, such as Google.

- Syracuse/Rome, Oneida County, New York

  Birnie Bus has a §5307 funding agreement with Oneida County to provide line-run bus service between Rome and Syracuse and between Rome and Little Falls.

Review of FTA data and various online sources revealed no private carrier commuter bus services in other large metropolitan areas, including Los Angeles and Chicago. Either such services truly do not exist, they are very poorly marketed, or their type of service and identity have become unclear, perhaps because of a government contract arrangement.

One pattern of note when reviewing the list of smaller urban areas served by private commuter operators is that several have large employers in a concentrated area. Examples of this include the state capitals Albany, New York; Hartford, Connecticut; and Harrisburg, Pennsylvania; the Mayo Clinic medical complex in Rochester, Minnesota, is another example.



Other Services Provided by Private Motor Carrier Operators in Massachusetts

9.1 Charter and Tour Operators

The operation of fixed-route, scheduled bus services represents only a small part of the private carrier motor coach industry. Other services provided by private carriers include tours, charters, school transportation, and transit contracting. The Department of Public Utilities Transportation Division lists 365 private bus companies operating in Massachusetts, only a small number of which offer fixed-route, scheduled services. The total number of buses operated by these carriers in Massachusetts was estimated by the FHWA to be 3,692 commercial buses and 7,401 school buses in 2009.[2]

The private motor carrier industry is basically about moving people. In the case of the motor coach tourism industry, however, the bus operations are key to making an entire submarket of the hospitality industry feasible.

The American Bus Association (ABA) estimates that in 2009, in Massachusetts alone, the motor coach tourism industry employed 9,820 workers with a payroll of $371 million. This includes the motor coach operators, as well as the hotels and other lodging establishments and the dining, entertainment, and amusement venues that depend on bus tourists. The ABA estimates that an additional 2,678 jobs can be attributed to firms supporting and provisioning motor carrier tourism operations in Massachusetts.

The large casino complexes in eastern Connecticut have proved to be viable destinations for private motor carriers. Direct one-seat service is offered from a large number of Massachusetts locations by numerous private carriers. Service can be scheduled for the convenience of casino patrons and practicalities of bus fleet utilization. The carriers currently providing service to

[2] http://www.fhwa,dot.gov/policy/information/statistics/soo9/mv10.cfm

the Foxwoods and Mohegan Sun complexes, and the Massachusetts origins served, are shown below.

Mohegan Sun services

- Academy Lines from Boston, Braintree, Dedham, Quincy, Walpole
- DATTCO from Fairhaven, Fall River, New Bedford, and Somerset
- Eagle One Coach from Brockton, Randolph, and Stoughton
- Gokey & Quinn from Harvard, Leominster, and Worcester
- Joseph's Transportation from Burlington, Danvers, Everett, Malden, Medford, Peabody, Revere, Saugus, Stoneham, and Woburn.
- King Ward Coach Lines from Adams, Athol, Chicopee, Dalton, Greenfield, Lee, North Adams, Northampton, South Deerfield, and Springfield
- Paul Revere Transportation from Brookline, Framingham, Newton, and Watertown
- Pina Bus Lines from Bourne, Harwich, Hyannis, and Mashpee

Foxwoods services

- Atlantic Coach and Tours from Watertown
- Brush Hill Tours from Braintree, Dedham, East Boston, Everett, Foxborough, Hingham, Lynn, Malden, Medford, Peabody, Randolph, Revere, Salem, Somerville, and Watertown
- Bloom Bus from Brockton, Middleborough, Pembroke, Plymouth, Rockland, Stoughton, Taunton, West Bridgewater
- Peter Pan from Amherst, Framingham, Holyoke, Leominster, Lowell, Northampton, Springfield, and Worcester
- The Coach Company from Lawrence and Newburyport
- Tremblay's from Buzzards Bay, Fall River, Hyannis, New Bedford, Sagamore, Somerset, South Dennis, and Wareham
- Travel Kuz from Gill, South Deerfield, Greenfield, North Adams, Adams, Pittsfield, and Lee
- Wilson Bus from East Templeton and Leominster

Appendix: DPU CPCN Review

A.1 Introduction

Operation of fixed-route bus service in Massachusetts is regulated at several levels of government, as detailed in Chapter 3 of this report. This appendix presents the findings of a CTPS examination of the files of the Massachusetts Department of Public Utilities (DPU) on bus companies that currently hold Certificates of Public Convenience and Necessity (CPCNs) issued by the DPU for fixed-route service. Most CPCNs, once issued, remain valid until they are either surrendered or revoked. Many of the CPCNs on file are for routes that are no longer operated by the carriers that hold them.

In addition to CPCNs issued by the DPU, a few carriers have CPCNs issued by the MBTA between 1964 and 1982, but most carriers that were issued such CPCNs are no longer in business. Starting in 1982, instead of CPCNs, the MBTA issued Service Agreements that were either time-limited or expired automatically if service was discontinued. The summaries below of CPCNs issued to individual carriers include CPCNs issued by the MBTA up to 1982 according to previous CTPS studies.

In years past, CPCNs were treated as granting exclusive rights to the routes they covered, whether exercised or not, and in considering applications for new CPCNs the DPU generally tried to protect established holders of CPCNs from competition. With DPU approval, CPCNs could be transferred from one carrier to another; the financial considerations in such transfers were mostly left to the parties involved.

More recently, however, DPU policy in issuing CPCNs has been to give more weight to the needs of the traveling public than to protection of bus companies from competition. Consequently, in implementing recommendations of the present study, whether for implementation of new bus routes or reinstatement of old routes, it would not be necessary to give priority to carriers that already hold CPCNs for the same or similar routes. However, a company that is already operating bus service of some sort in a particular area may well prove to be the most logical choice to operate a proposed new service in that area. In addition, knowledge of where routes have been run in the past but are no longer being operated may be helpful in predicting the level of success of similar routes.

Organization of This Appendix

Section A.2, below, details the sources used in collecting the information presented in this appendix. Section A.3 summarizes the general findings derived from the information. Each of the remaining five sections presents the findings in detail for a category of carrier:

- A.4: General-Purpose Intercity Bus Operators
- A.5: Companies Mostly Providing Boston Express Commuter Service
- A.6: Companies Operating Contract Service Only
- A.7: Companies Operating Limited-Purpose Routes Only
- A.8: Companies Holding CPCNs but Not Operating Fixed Routes in 2011

A.2 Information Sources

The DPU website includes a list of names and addresses of all bus companies over which it has some jurisdiction, but the list does not distinguish between companies with fixed-route services open to the general public and those that operate only tour, charter, or school bus services. In the fall of 2011, the list had 367 entries. From these, CTPS identified 63 that are known to be operating fixed-route service at present, that are known to have operated such service in the past, or that were thought to possibly be holding CPCNs from the DPU.

CTPS requested that the DPU Transportation Oversight Division check the DPU files to determine which of the 63 companies identified by CTPS actually held CPCNs. The DPU found that 32 of the companies did. CTPS then reviewed the files of each of these 32 companies to determine whether their CPCNs were for intercity services that might duplicate changes to the intercity bus network in Massachusetts that are suggested in this report. In addition to using the information in the DPU files for this review, CTPS obtained information about these carriers from printed schedules, current company websites, and files from previous CTPS projects.

A.3 Summary of Findings

Of the 32 companies with CPCNs, only three, Greyhound Lines, Peter Pan Bus Lines, and Bonanza Acquisition, currently operate general-purpose intercity service. Bonanza is under the same ownership as Peter Pan, and some of the services of Peter Pan and Greyhound are operated under a pooling arrangement.

Five of the other companies operate long routes that are used mainly for commuting to and from Boston. These carriers are A Yankee Line, Bloom's

Bus Lines, DATTCO, Plymouth & Brockton Street Railway Company, and the Coach Company. Six companies only operate fixed-route services under contracts with other parties, and the routes that they operate would not be considered intercity service. These carriers are Crystal Transport, Fox Bus Lines, Joseph's Limousine Service, M&L Transit Systems, McGinn Bus Company, and Paul Revere Transportation. For three companies, the only fixed-route services currently operated are sightseeing routes. These carriers are Barrett's Tours, Brush Hill Transportation, and Salem Trolley. Two other companies, Back Bay Coach and Flight Line, operate limited-purpose routes. The rest of the 32 do not currently operate any fixed-route services open to the general public, but some of them operate school bus service.

A.4 General-Purpose Intercity Bus Operators

A.4.1 Greyhound Lines, Inc.

Greyhound is the only nationwide intercity bus company in the United States. (The Trailways Transportation System is made up of many independently owned companies.) Within Massachusetts, Greyhound's intrastate service has always been incidental to interstate operations. Prior to federal deregulation of intercity bus service in 1982, Greyhound was prohibited from carrying intrastate passengers between many of the pairs of stops on its routes within Massachusetts. This was consistent with the DPU policy of trying to maintain the viability of the local bus industry by barring competition on most routes.

In recent years, Greyhound has concentrated increasingly on limited-stop service between major cities, and many smaller cities and towns that were once served by Greyhound no longer are. Consequently, as the system is currently operated there are fewer possibilities for intrastate trips within Massachusetts by Greyhound than there were before deregulation. An examination of DPU CPCNs held by Greyhound is at present mainly of historical interest, but it could be of more relevance if Greyhound were to spin off some of its operations to other carriers.

Organization of the Greyhound System in Massachusetts: 1930s to 1950s

Greyhound has been operating in New England in some form since at least 1930 but has gone through a number of corporate restructurings. Until 1935, interstate fixed-route bus services were not regulated at either the state or federal level. The Motor Carrier Act of 1935 required interstate bus operators to obtain CPCNs from the Interstate Commerce Commission (ICC), but companies already operating interstate routes at the time were entitled to "grandfathered" rights to them.

By 1936, two separate subsidiaries of Greyhound Lines were operating interstate bus routes serving points in Massachusetts. Eastern Greyhound Lines, Inc., of New England had two routes from Boston to New York City: the Shore Route via Providence and the Inland Route via Worcester and Springfield. Some trips continued through Boston to Salem. The same company also had a route from Boston to Portland, Maine, via Portsmouth, New Hampshire. Central Greyhound Lines, Inc., of New York had a route from Boston to Albany, New York, on across New York State to Buffalo, and to Cleveland Ohio. The New York Central Railroad had a controlling interest in this company. Several routing variations were used between Boston and Pittsfield. All of these Greyhound routes made several stops in Massachusetts, and except for one of the Albany route variations, these routes served only interstate passengers and did not require DPU CPCNs. Before 1935, similar routes had been operated by other bus companies, some of which had been affiliated with Greyhound.

By 1939, the two Boston–New York routes had been transferred to a third Greyhound subsidiary, New England Greyhound Lines, Inc. During World War II, the DPU awarded temporary rights to many bus companies, including the Greyhound subsidiaries, to carry passengers between stop pairs that had previously been linked exclusively by other carriers. After the war, some of these emergency rights were made permanent, though not always immediately.

Until 1949, Massachusetts bus regulations did not allow CPCNs to be transferred between companies even if they were under the same ownership. Instead, the DPU had to issue new CPCNs each time the carriers named on them changed. Consequently, it is difficult to determine the actual original date of issuance of any fixed-route rights granted to predecessors of the present Greyhound Lines before 1949. Operations of the Greyhound routes in Massachusetts were conducted under the names of the three subsidiaries until the early 1950s. After that, they were identified collectively as the Eastern Greyhound Lines Division of the Greyhound Corporation.

Origin of Greyhound CPCNs Issued before 1960

DPU files show that several CPCNs were transferred from the Greyhound Corporation to Greyhound Lines, Inc., on December 18, 1963. The oldest of these was CPCN 1789, which had been issued to the Boston & Maine Transportation Company (B&MT) in 1947 and transferred to the Greyhound Corporation in 1958. This CPCN covered a route from the New Hampshire state line in Salisbury to Boston, mostly via the present U.S. Route 1 and state Route 99. B&MT had been awarded War Emergency rights to this routing in 1942. An alternate routing via the Northeast Expressway and Mystic River

Bridge (now Tobin Bridge) was added to this CPCN after the September 1958 completion of the expressway.

CPCN 1845 was apparently originally issued in 1948 to Central Greyhound Lines for several routings between Boston and the New York state line in the town of Hancock. This may have been done to make some War Emergency provisions permanent, as Central Greyhound had been running these routes since at least 1935. One variation generally followed the present state Route 9 from Boston to Worcester, then Route 12 to Auburn, U.S. Route 20 to Springfield, U.S. Route 5 to Northampton, Route 9 again to Pittsfield, and Route 20 to the State Line. Variations of this routing used Route 20 from Boston to Shrewsbury or from Springfield to Pittsfield. This certificate still included numerous restrictions on carrying passengers between points served by other bus companies, but it allowed some intrastate transportation.

Other routes operated by Greyhound companies in Massachusetts before the 1950s apparently carried only interstate passengers and did not require any DPU CPCNs. Some minor route variations were covered by CPCN 3037 issued to Greyhound in 1953 for Holyoke, CPCN 3079 in 1954 for Springfield, and CPCN 3100 in 1955 for Northampton. The first major addition was CPCN 3156, issued in 1957, which allowed operation over the newly opened Massachusetts Turnpike from the New York state line to Route 128, which linked it to Route 9. CPCN 3166, issued at about the same time, provided for a side diversion from Massachusetts Turnpike Interchange 11 in Millbury to downtown Worcester via state Route 122. These CPCNs could not be used by Greyhound to provide any new intrastate service, and they marked the start of a long decline in intercity bus service to smaller communities along Greyhound routes. The acquisition of intrastate rights between Salisbury and Boston through CPCN 1789 was the only significant move counter to that trend, but Greyhound no longer exercises those rights.

CPCNs Issued to Greyhound in 1960 and Later

In September 1960, Greyhound established a stop at the Riverside MTA terminal, which had opened in 1959. CPCN 3156 was amended to allow Greyhound to diverge off Route 128 over Grove Street to Riverside. (The Trailways bus system had established a stop at Riverside in August 1960.)

CPCN 3388, issued to Greyhound Lines in February 1965, covered operation over the Massachusetts Turnpike Extension between Route 128 in Weston and South Station in Boston. Published Greyhound schedules continued to use the name Eastern Greyhound Lines for the routes serving Massachusetts until 1968, but by 1969 they were called Greyhound Lines East.

CPCN 3489, issued in August 1969, made some revisions to Greyhound's approach into Springfield from the south. CPCN 3560, issued in January 1972,

gave Greyhound some new routings through Worcester but did not include any new rights for intrastate service.

In September 1986, the CPCNs held by Greyhound Lines, Inc., for intrastate service in Massachusetts were transferred to a new subsidiary, Eastern Greyhound Lines. In June 1990, Greyhound Lines, Inc., filed for bankruptcy after a long and sometimes violent strike by its unionized employees. A reorganization plan was approved in the fall of 1991. The CPCNs held by Eastern Greyhound were transferred to the reorganized Greyhound Lines, Inc., in 1996.

Former Vermont Transit Lines Routes

In September 1974, the Greyhound Corporation (the holding company that owned Greyhound Lines) reached an agreement to purchase the stock of the Vermont Transit Company (VT), subject to ICC approval. VT, headquartered in Burlington, Vermont, had been an independently owned and operated bus company since 1929. It had initially served Massachusetts indirectly through connections with other bus companies, but it gradually took over connecting routes. Greyhound kept it as a separate company. VT service in Massachusetts had always been provided by buses making interstate trips, and VT had limited DPU CPCNs for intrastate service.

When it was sold to Greyhound, VT had two routes serving Boston. The main route ran through New Hampshire and Vermont to Montreal. The only Massachusetts stop outside Boston was in Lowell, but VT had no rights to serve intrastate passengers on that route. VT had begun serving the Massachusetts portion of this corridor around 1940 by partly duplicating a route that had been run by the Boston & Maine Transportation Company since the 1920s.

The other VT Boston route ran to Rutland, Vermont, via Keene, New Hampshire. Outside Boston, it included Massachusetts stops in Lincoln, Concord, Ayer, Fitchburg, Westminster, Gardner, and Winchendon. VT initially took over service between Keene and Boston in 1950, with intrastate rights contained in CPCN 1964 that provided for a routing from the state line in Ashburnham via the present state Route 119 to Concord, and via Route 2 from there through Cambridge to Boston. In 1955, VT took over operation of an alternate routing from the state line in Winchendon via Route 140 to Gardner and then via Route 2A to Concord. Both variations dated from the 1920s, except for some relocations onto newer highways. By 1958, VT had replaced operation of both of these variations with another one using the present Route 2 between Westminster and Concord. Service on Route 2A between Fitchburg and Concord was maintained by other carriers after that. CPCN 3418, issued

in May 1966, allowed VT to use the Massachusetts Turnpike and Route 128 between Boston and Route 2 in Lexington.

In 1974, VT also had two routes in western Massachusetts. One of these ran from Burlington to Springfield, with stops in Greenfield, Northampton, and Holyoke. This was derived from a route that VT had taken over around 1940. VT was allowed to provide intrastate service in Massachusetts only to or from Greenfield on this route. The other route ran from Bennington, Vermont, to Pittsfield, with stops in Williamstown, North Adams, and Adams. This had been the first route in Massachusetts that VT had taken over, in the mid-1930s. It had originally been a replacement for a trolley line and apparently had no restrictions on intrastate passengers. VT discontinued this route in 1983, but Bonanza Bus Lines implemented a replacement route.

In April 1986, Greyhound turned over its service between Boston, Portland, and other points in Maine to VT. In June 1986, these routes were turned over again to New England Transit, a newly formed subsidiary of VT. At the same time, it was announced that all remaining Greyhound routes in New England would be transferred to New England Transit. However, before that plan was carried out, it was declared to violate labor agreements. In September 1986, Greyhound took back the routes that had already been transferred to VT but transferred them to the new subsidiary, Eastern Greyhound Lines.

In 1987, the Greyhound Corporation sold Greyhound Lines, Inc., to GLI holdings of Dallas, Texas. In March 1988, the Greyhound Corporation also sold VT to GLI. The Greyhound routes in Maine were taken over again by VT in 1993. The VT Rutland–Boston route was discontinued in 2005. In 2008, after all services operated by VT had been cut back substantially, the remaining routes in the system were taken over by Greyhound Lines.

Greyhound Service in Massachusetts in the Fall of 2011

In November 2011, Greyhound Lines operated seven routes serving points in Massachusetts, but most of these did not carry intrastate passengers. Greyhound on-line schedules identified these routes with Table Numbers 60, 62, 67, 104, 105, 108, and 170. Table 60 was for a route from Bangor, Maine, to Boston, with no stops between Portsmouth, New Hampshire, and South Station. Table 62 was for a route from Montreal to Boston. Some trips stopped at Logan Airport as well as South Station, but there were no intermediate stops between the Manchester, New Hampshire, airport and Boston. Table 67 was for a route from White River Junction, Vermont, to New York City via Springfield. Other Massachusetts stops were in Greenfield and Northampton. Intrastate trips were permitted, but there was only one round-trip a day.

Table 104 was for a route between Boston and New York City via Hartford. Greyhound operated this service jointly with Peter Pan Bus Lines. Only two

westbound and three eastbound trips a day were provided by Greyhound. All of these trips ran nonstop between Boston and Hartford except for one eastbound trip that stopped in Worcester. Passengers were allowed to travel from Worcester to Boston on that trip.

Table 105 was for a more limited-stops service between Boston and New York, also operated in cooperation with Peter Pan. On weekdays, it included six westbound and four eastbound Greyhound trips running nonstop between Boston and New York.

Table 108 was for a route from Boston to New York via Providence and the Foxwoods Casino. This route included no stops in Massachusetts other than South Station.

Table 170 was for a route from Boston to Albany, New York, and points west. The only Massachusetts stops other than Boston on this route were Worcester and Springfield. On weekdays one westbound trip stopped at Worcester but not Springfield, and one stopped at both. Eastbound, two trips stopped at Worcester, but none stopped at Springfield.

A.4.2 Peter Pan Bus Lines, Inc.

Early Company History

This company was started in 1933 by Peter C. Picknelly d/b/a Peter Pan Bus Lines. Picknelly had been a co-founder in 1926 of Interstate Busses Corp. and had been its president until 1932. Peter Pan's first bus route was acquired from a company called Yellow Cab Air Line. It ran from Northampton and Springfield to Boston. From Springfield, this route followed state Route 83 into Connecticut, continued on Route 190 through Stafford Springs, and reentered Massachusetts at Sturbridge. From there, it continued on a series of old state highways to Shrewsbury and then followed the present Route 9 to Boston. This was classified as an interstate route, and it predated regulation of such bus routes. Passengers traveling between Springfield or points north and Sturbridge or points east were considered to be interstate passengers.

When federal regulation of intercity bus service began in 1935, Peter Pan received "grandfathered" rights to this route from the Interstate Commerce Commission (ICC). However, the company was not permitted to carry local passengers between any two points on the same side of the segment in Connecticut where this would have duplicated service for which other carriers already had CPCNs from the DPU.

In May 1947, the DPU awarded CPCN 1770 to Peter Pan for an intrastate routing between Springfield and Boston mostly on Route 20 west of Worcester. It contained restrictions against transportation of passengers between certain pairs of points. In 1951, the original company was succeeded

by Peter Pan Bus Lines, Inc. However, formal transfer of the CPCNs issued to Peter Picknelly, d/b/a Peter Pan Bus Lines did not take place until July 1954.

Service Expansion 1957 to 1980

In May 1957, the DPU issued CPCN 3157 to Peter Pan Bus Lines for operation over the newly opened Massachusetts Turnpike from West Springfield to Route 128 in Weston, and on Route 128 to Route 9. This CPCN also included connections from several of the Turnpike interchanges to points on Peter Pan's older Springfield-Boston route, allowing the company to implement many route variations. CPCN 3180, issued to Peter Pan in June 1958, provided for additional connections from the Massachusetts Turnpike through downtown Worcester, but still contained restrictions preventing Peter Pan from carrying passengers between stops in the Worcester area and Boston. CPCN 3382, issued to Peter Pan in January 1965, covered operation over the Massachusetts Turnpike Extension from Route 128 to downtown Boston.

In July 1957, Peter Pan took over operation of a route between Springfield and Worcester via the Brookfields, mostly following U.S Route 20, and state Routes 67, and 9. This route had been run previously by several different carriers since the 1920s. The DPU transferred CPCN 3057 to Peter Pan for this route from Interstate Busses Corp. which had operated it since 1953. Peter Pan kept it as a separate route rather than using it as a variation on the Springfield-Boston route. It was run by Peter Pan until 1984.

In 1959, Peter Pan extended its Northampton route to Amherst, to serve the main campus of the University of Massachusetts. In 1966, Peter Pan was issued CPCN 3409 for a further extension of this route from Amherst via state Route 116 and U.S. Route 5 to Greenfield. This CPCN had restrictions to protect service operated by Vermont Transit between Greenfield and Springfield, and the extension north of Amherst was not run for long by Peter Pan.

CPCN 3454, issued in December 1967, allowed Peter Pan to use the recently opened route I-91 in Holyoke, Easthampton, and Northampton as an alternative to the company's long-established routing between Springfield and Northampton. CPCN 3468, issued in November 1968, covered the segment of I-91 through West Springfield between Holyoke and Chicopee. Also in 1968, Peter Pan instituted service between Springfield and Bradley International Airport in Connecticut under ICC rights.

CPCN 3524, issued to Peter Pan in February 1971, allowed for another routing variation east of Worcester, using I-290 from Shrewsbury to Marlborough and I-495 from there to the Massachusetts Turnpike in Hopkinton. This CPCN also

provided for operation over all interchanges along the route, but did not allow for any additional local service.

The first notable expansion of Peter Pan Bus Lines out of its historical Northampton-Springfield-Boston corridor was a seasonal route from Springfield to Cape Cod. This was covered by CPCN 3633, issued in 1974. It used the Massachusetts Turnpike and I-495 as far as Foxborough, where I-495 ended at the time. It then followed Routes I-95, 140, and 106 to West Bridgewater, Route 24 to Raynham, Route 25 (now part of I-495) to Wareham, and Route 28 to Falmouth. (At around the same time, the DPU had issued CPCN 3624 to the Worcester Bus Company for a route from Worcester to Dennis using the same routing as CPCN 3633 between Millbury and Buzzards Bay. That CPCN was transferred to Fox Bus Lines in 1978. A similar route had been issued to The Gray Line, Inc. under CPCN 3616.) Peter Pan ran Springfield-Cape Cod service on various routings in summers until the mid-1990s.

In 1979, Peter Pan obtained ICC rights to operate between Springfield and Albany via the Massachusetts Turnpike and the New York State Thruway. (For many years Peter Pan and Bonanza Bus Lines had arranged their schedules to allow passengers to travel between Boston and Albany by transferring at Springfield.) In June 1980 Peter Pan obtained a temporary DPU license for a variation of this route, using the Massachusetts Turnpike as far west as Lee and U.S. Route 20 from there to the state line in Hancock. This routing included local stops in Lee, Lenox, and Pittsfield. CPCN 3736 was issued to Peter Pan in December 1980 for this routing. Peter Pan phased out most of its through service between Boston and Albany by 2006. In November 2011, all Peter Pan service between Boston and Albany was provided by connections at Springfield to and from buses running between Providence and Albany, and there were only two trips a day in each direction.

Peter Pan's 1986 Acquisition of Trailways Routes

The greatest one-time expansion of the Peter Pan system took place in 1986 with the purchase of rights to 800 miles of routes from Trailways, Inc. That company was ending its service in New England and other points in the Northeast at that time. Most of the rights involved were for routes outside of Massachusetts. The most important exception was a route from Boston to New York City via Hartford. This route used the Massachusetts Turnpike and I-84, and was covered by ICC rights.

Also included in the Trailways acquisitions were CPCNs for several routes running north out of Worcester. Some of these were being operated by Trailways up to the time of the transaction. Others had not been run for several years but were reactivated by Peter Pan. In November 1957, Trailways of New

England, Inc. (TNE) had acquired CPCNs 337, 645, and 1366, and part of CPCN 1994 from the Boston & Maine Transportation Company (B&MT). These covered the Massachusetts segments of a route between Worcester and Concord, New Hampshire via Lowell. B&MT had begun operating this route in the 1920s, but did not have intrastate rights on the segment north of Lowell until 1950.

This route ran mostly on state Route 110 between Worcester and Lowell, and the present Route 3A between Lowell and the state line. Trailways had used these rights in conjunction with older Trailways rights between Lowell and Newburyport to institute a new route from Worcester to Newburyport. The older Trailways rights were in CPCN 1740, which covered a long route from Springfield to Newburyport via Fitchburg that had been run by various Trailways predecessor companies since the 1930s. It mostly followed Route 110 from Lowell to Haverhill and Route 113 from there to Newburyport. West of Lowell, it originally mostly followed Route 110 to Littleton and Route 2A to Fitchburg.

In 1963, TNE was granted new CPCN 3338 covering operation over the newly opened I-495 and Lowell Connector between Lowell and Littleton and the present Route 2 between Littleton and Westminster via Fitchburg. This CPCN also included rights to operate between Fitchburg and Worcester via state Route 12, but local transportation of passengers between Worcester and stops south of Fitchburg was not allowed. TNE used these rights to reroute service from Haverhill to Worcester via Fitchburg, with one Newburyport-Worcester round-trip remaining on the older route. TNE had discontinued through service from Worcester to Concord, New Hampshire by the early 1960s, but reinstated one trip as far as Manchester about 1965.

In 1968 TNE acquired CPCN 1602 from the Short Line, Inc. It covered service from Worcester to Fitchburg on Route 12 with fewer restrictions than those in CPCN 3338. This was a former New England Transportation Company route dating from the 1930s, but the Short Line had discontinued most of the service on it by the mid-1960s.

TNE changed the schedules and endpoints of its service north out of Worcester many times between the 1960s and the 1980s. In 1980, these routes were transferred from TNE to Trombly Trailways, but in 1983 they were transferred to Trailways, Inc., the national Trailways company. In the final years before the Peter Pan transaction, Trailways was running one round-trip a day between Haverhill and Worcester and one between Lowell and Worcester, both via Fitchburg. Completion of Route I-190 between Leominster and Worcester in 1983 offered a faster alternative to Route 12, but also resulted in elimination of intermediate stops on that segment.

After acquiring these routes in 1987, Peter Pan also made many changes in schedules and northern endpoints. A trip from Worcester to Concord was reinstated from late 1987 to about 1992, and has been run again since about 1997. In November 2011, the only remnant of this service being operated was a daily round-trip between Concord and Worcester with intermediate stops in Manchester, Nashua, Lowell, and Leominster. Except to make side diversions for stops, it used limited-access highways for most of the way.

Despite having acquired the Trailways routes in 1987, Peter Pan did not begin using the name Peter Pan Trailways on printed schedules until about 1991, and was not given official approval by the DPU to conduct business under that name until 1995. Peter Pan dropped the Trailways name again in January 1999, when a traffic pooling arrangement between Peter Pan and Greyhound Lines went into effect.

Peter Pan's Acquisition of Route 9 Local Service and Framingham Logan and Express Routes

In January 1988, Massport awarded a contract to Peter Pan for operation of a new express route from Shoppers World in Framingham to Logan Airport. Due to a misunderstanding, Peter Pan began operating this route without a CPCN. In March, the DPU issued a 180-day temporary license to Peter Pan to continue this route. In July, CPCN 3755 was transferred from Bonanza Bus Lines to Peter Pan for a route from Worcester to Logan via Westborough and Framingham. Bonanza had discontinued that route in March, but it gave Peter Pan the rights needed to run the Massport Logan Express route. Peter Pan was the contractor for that route until 1993.

In August 1988, Peter Pan took over operation of local bus service between Worcester and Boston via Route 9. This service had been operated by a number of different carriers since it replaced an interurban trolley line in 1931 and 1932. Peter Pan ran this route under a temporary license until March 1989, when the DPU transferred the CPCNs covering it from Marathon Lines. That company had taken over the route in 1984 but had contracted it to another carrier in January 1988. CPCN 573 covered the segment of the route between Shrewsbury and Framingham Centre. CPCN 669 covered the segment from Framingham Centre to Boston. Peter Pan had run buses on Route 9 east of Shrewsbury since 1933, but had only been permitted to serve passengers going to or from points west of Worcester. Peter Pan discontinued operation on Route 9 east of Shoppers World in Framingham in 1999, west of Temple Street in Framingham in 2002, and between Temple Street and Shoppers World in 2006.

Also in August 1988, Peter Pan took over operation of commuter service between Framingham and Boston via the Massachusetts Turnpike from

Priority Express. That service mostly utilized rights originally issued in 1965 to the Boston-Worcester Corporation in CPCN 3393. This CPCN had been transferred among several carriers since then. Peter Pan gradually phased out this service as a separate operation. In November 2011, the only Peter Pan service between Boston and Framingham was provided by buses going to or from points further west.

Peter Pan Service Extension to Williamstown

On January 31, 1992, Englander Coach Lines discontinued a long-established bus route between Boston and Williamstown via Fitchburg, Greenfield, and North Adams mostly on state Route 2. To provide replacement service on the west end of this route, Peter Pan was issued a 120-day temporary license for service on Route 2 between Greenfield and Williamstown. Peter Pan combined this with its older operating rights between Springfield, Amherst and Greenfield to provide through service between Springfield and Williamstown. The operating authority west of Greenfield was made permanent in July 1992. These trips also continued to North Bennington, Vermont until 1996. In addition, Peter Pan ran one Sunday trip from Boston to Williamstown via Pittsfield and North Adams. Starting in September 1998, Peter Pan instead served Williamstown with one round-trip a day over the former Englander route through Fitchburg. It is unclear from DPU files what operating authority Peter Pan used for the segment between Boston and Greenfield. Peter Pan dropped this service after one year and replaced it with a daily round-trip between Boston and Williamstown via Pittsfield. By 2001 that was replaced with a connection to Bonanza buses between Pittsfield and Williamstown.

Peter Pan Bus Lines Route Status in Fall of 2011

In November 2011, Peter Pan's main routes serving points in Massachusetts were Boston to Springfield, Boston to New York, Boston to Hartford, Springfield to New York, and Springfield to Amherst. The Boston-Springfield trips operated entirely on the Massachusetts Turnpike except for slight diversions on some trips to serve intermediate stops. On weekdays, of eight round-trips between Boston and Springfield shown on the Peter Pan website, two each way made no intermediate stops. One westbound trip made one stop at Chicopee. All the other trips in both directions stopped at Framingham or Worcester or both, and one eastbound trip stopped at both Chicopee and Framingham. Peter Pan ran nine daily round-trips between Springfield and UMass Amherst, but only one trip each way continued through to Greenfield.

The amount of Boston-New York service operated by Peter Pan was difficult to determine from the Peter Pan website because it was operated jointly with Greyhound. More detailed schedules on the Greyhound website indicate that of 11 southbound and 12 northbound weekday trips, four in each direction

were operated by Peter Pan and the rest by Greyhound. Three of the Peter Pan trips ran nonstop between Boston and New York. One westbound trip made one stop at Hartford, and one eastbound trip made one stop at Worcester. On the Springfield-New York route, also operated jointly with Greyhound, the Greyhound website indicated that six weekday trips each way were operated by Peter Pan. Most of these stopped at Hartford. The Greyhound website showed that Peter Pan also operated seven westbound and eight eastbound weekday trips between Boston and Hartford. Except for two nonstop eastbound trips, all of these stopped at Worcester. About half also stopped at Framingham, and one each way stopped at the Riverside MBTA terminal.

As noted above, Peter Pan also operated one daily round-trip between Worcester and Concord. New Hampshire. These trips were scheduled to make close connections at Worcester with service to and from Hartford. Passengers going to or from New York would have had to transfer again at Hartford.

Former routes of Bonanza Bus Lines acquired by Peter Pan in 2003 and now operated as the Peter Pan Providence Division are discussed in the next section of this memorandum.

A.4.3 Bonanza Acquisition, LLC

This is one of five limited liability companies organized in 2002 by Peter Pan Bus Lines Trust for the purpose of acquiring the operating properties of five bus companies owned at the time by Coach USA, Inc. One of these was Bonanza Bus Lines, Inc., which had been controlled by Coach USA since 1999. The Surface Transportation Board approved the Trust acquisitions effective February 10, 2003. The DTE approved the transfer of intrastate CPCNs from Bonanza Bus Lines to Bonanza Acquisition in June 2003. (Some certificates for long-inactive routes were not transferred.) The Trust already owned Peter Pan Bus Lines, Inc. Former Bonanza operations are currently run as Peter Pan Bus Lines Providence Division. For the purposes of the present discussion these have been kept separate from operations of the pre-2003 Peter Pan Bus Lines, covered above.

Background of Bonanza Bus Lines

Bonanza Bus Lines was the result of a 1970 consolidation of two much older bus companies based in Rhode Island. These were the Short Line, Inc., and Interstate Busses Corp. The Short Line was originally chartered as the Newport & Bristol Ferry Railway Company in 1902. The name was changed to the Newport & Providence Railway in 1903. In 1904 the company opened a trolley line from Newport to Bristol Ferry, with connections to Providence via ferry to Bristol and from there via the New Haven Railroad. This route was

advertised as the “Short Line” to Providence. In 1926, the Newport & Providence Railway replaced the trolley line between Newport and Bristol Ferry with a through bus route between Newport and Providence. About 1928, this company took over operation of bus service between Newport and Fall River that had replaced another trolley line in 1925. The Newport & Providence Railway Company was officially renamed the Short Line, Inc. about 1930. (During the 1930s, the Short Line name was also used by several other bus companies in the Northeast that were under the same ownership or otherwise affiliated with the Rhode Island company.) After World War II, George Sage of Newport bought the original Short Line company.

Interstate Busses Corp. was founded in 1926, and Peter Picknelly who later started Peter Pan Bus Lines was one of its owners until 1932. This company originally ran a bus route between Providence and Hartford, but added a route from Providence to Albany via Springfield in its early years. George Sage bought Interstate Busses Corp. in 1958. On September 2, 1970, the DPU approved the transfer of all CPCNs held by Interstate Busses Corp. for intrastate service in Massachusetts to the Short Line. On October 2, the name of the Short Line was changed to Bonanza Bus Lines. On February 1, 1971, the DPU formally reissued all of the Massachusetts CPCNs that were held by the Short Line to Bonanza.

Since the 1950s George Sage had also owned another bus company, Englander Coach Lines. That company was not included in the Bonanza merger, but its service was mostly run with Bonanza buses, sometimes through-routed with trips on other Bonanza routes.

The Bonanza Bus route network in its final form consisted mostly of routes that had been taken over from other bus companies that had either gone out of business or no longer wanted to operate the routes that Bonanza was taking. Some of the CPCNs acquired by Bonanza or the Short Line were for routes that had already been discontinued by the previous operators and were not reactivated.

Bonanza Route Status as of 1970 Consolidation

At the time of the 1970 consolidation that created Bonanza Bus Lines, service run by the Short Line in Massachusetts included local and express routes between Boston and Providence and between Boston, Fall River, and Newport, a route from Providence to Cape Cod points via Fall River and New Bedford, and a route from Providence to Worcester. Former Interstate Busses service in Massachusetts consisted of local and express variations of a route between Providence and Albany via Springfield. This route included several Massachusetts stops between Southbridge and Pittsfield.

The Providence-Cape Cod route and the Boston-Providence local route had both been started by the New Haven Railroad's bus subsidiary, New England Transportation Company, in the 1930s and had been acquired by the Short Line in 1958. The Short Line began operating the Boston-Providence express route under ICC rights in the mid-1960s, when Route I-95 was completed between Route 128 and Providence. The Short Line had acquired the local and express routings between Boston and Fall River from the Eastern Massachusetts Street Railway Company in 1964. That company had started the local routing in 1939 and the portion of the express routing outside Route 128 in 1962. The latter routing was covered by CPCN 3280. The DPU issued CPCN 3451 to the Short Line in 1967 to allow the Fall River route to enter Boston via the Southeast Expressway. Bus service between Fall River and Newport had originally replaced trolley service between those cities in 1925. The route from Providence to Worcester was another former New England Transportation route dating from the 1930s. It had been acquired from that company in 1958 by Johnson Bus Lines, which was bought out by the Short Line in 1962.

Interstate Busses had been operating a route between Providence and Albany since the 1920s. The intrastate rights between Springfield and Pittsfield, mostly on U.S. Route 20, were covered by CPCN 58-B, which would have been issued originally in 1925 to a prior company. After the opening of the Massachusetts Turnpike in 1957, Interstate began routing some trips over it west of Springfield. CPCN 3158 authorized this routing. By 1970, Interstate was operating all of its trips via the Massachusetts Turnpike between Springfield and Lee.

Changes to Bonanza Route Network after 1970

In January 1972, Bonanza began operating an express route from Providence to Logan Airport, with one intermediate stop in Foxborough. Interstate transportation on this route was covered by a CPCN from the ICC. Intrastate service within Massachusetts was first run under a temporary license and then by CPCN 3569, issued by the DPU, in April 1972. CPCN 3569 restricted service to transportation of passengers going to or from Logan. The only authorized operation off limited-access highways was in Foxborough and at Logan, so this was effectively the only intrastate stop-pair that could be served.

In October 1973, Bonanza took over operation of a route between Pittsfield and New York City from Super Service Coach Corp., which had started it in 1970. It ran mostly on U.S. Route 7 between Pittsfield and the Connecticut border in Sheffield. The intrastate rights transferred to Bonanza were covered in CPCN 3508, but this allowed intrastate service only between Great

Barrington and the state line in Sheffield. Bonanza extended the route from Pittsfield to Albany using former Interstate Busses rights.

In March 1974, Bonanza's CPCNs for the Boston-Providence local route, the Providence-Worcester route, and some routes that Bonanza itself had never operated were transferred to an independent bus company, based in North Providence, Rhode Island, A. B. C., Inc. That company discontinued all of its fixed-route service by the end of the 1980s.

In September 1978, Bonanza acquired CPCNs 2031, 3221, 3278, 3378, 3472, 3483, 3526, 3656, and part of 3349 from Almeida Bus Lines. These covered service between Boston and Woods Hole (except a gap between Middleborough and Brockton) and had originally been issued to Almeida between 1951 and 1969. Bonanza combined these with rights in its Fall River express route certificates to operate service between Boston and the Cape via the present Routes 24 and I-495.

In August 1979, several CPCNs were transferred from Bonanza Bus Lines to Bloom's Bus Lines, as discussed in the section on that company. These were for the local route between Boston, Taunton, and Fall River, and were among the CPCNs that had come to Bonanza from the Short Line.

In 1983 Vermont Transit Lines discontinued operation of a long-established bus route between Bennington, Vermont and Pittsfield, via Williamstown, North Adams, and Adams. Bonanza started a replacement route on a different alignment. By June 1984, one round-trip a day started at North Adams, went west to Williamstown, and then south on U.S. Route 7 to Pittsfield. On Fridays, Saturdays, Sundays, and holidays, a second round-trip started at Bennington, went to Williamstown, and continued to Pittsfield omitting North Adams. These trips were through-routed to New York via the former Super Service Coach route. This occurred after deregulation of interstate bus service, so it apparently did not require any additional CPCN from the DPU.

About 1987, Bonanza began providing daily service to Bennington. Bonanza stopped serving North Adams in 1990 and dropped the segment between Bennington and Williamstown in 2003. The Berkshire Regional Transit Authority (BRTA) now provides service between North Adams and Pittsfield via Adams, with a connecting route between North Adams and Williamstown.

In March 1987, the DPU issued CPCN 3755-B to Bonanza for a route from Worcester to Logan Airport. This route had been started in 1981 by Quickway Transportation, Inc. The CPCN authorized routing between Worcester and Westborough either via state Route 9 or via I-290 and I-495. Route 9 was used from Westborough to Speen Street in Natick, and the Massachusetts Turnpike, Central Artery, and Harbor Tunnels from Interchange 13 to Logan. Bonanza discontinued operation of this route in March 1988. In July 1988 the DPU

issued CPCN 3755-C to Peter Pan Bus Lines for this route, but that company used it only for service from Shoppers World in Framingham to Boston.

Fall 2011 Route Status

In November 2011, former Bonanza Bus Lines routes were operated by Peter Pan Bus Lines as its Providence Division. Routes operating at least partly in Massachusetts were Boston to Woods Hole, Boston to Fall River and Newport, Boston to Providence, Providence to Cape Cod, Providence to Albany, and Williamstown to New York City via Pittsfield. On the Williamstown route, Peter Pan did not carry passengers between any pairs of points also connected by the Berkshire Regional Transit Authority. Most trips on the routes from Boston to Providence and Woods Hole served both South Station and Logan Airport. Some of the Providence trips were through-routed to New York City nonstop from Providence. Some others served T. F. Green Airport in Rhode Island.

A.5 Companies Mostly Providing Boston Express Commuter Service

A.5.1 A Yankee Line, Inc.

The earliest transaction involving this company in the DPU files was dated January 9, 1981. At that time the charter license of Leo R. Dee, d/b/a Dee Charter Bus Service, was transferred to A Yankee Line. This license had originally been issued to Dee in 1967. Dee did not have any fixed-route CPCNs, but had operated a peak-period commuter trip between Littleton and Boston by arrangement with Englander Coach Lines during part of 1980. In October 1980, a new company, Rabbit Transit, took over operation of Englander's commuter service between Fitchburg and Boston along with the Littleton round-trip. In 1982, A Yankee Line began operating the Littleton service under a lease arrangement with Rabbit. Because of financial problems following an accident in October 1982, Rabbit went out of business early in 1983. A Yankee Line was interested in continuing to run the Littleton trip, but Rabbit sold the rights covering it to Marathon Bus Lines. Marathon subsequently cut back the outer end of the Fitchburg-Boston route to Fort Devens, and dropped the route entirely in 1985.

In April 1986, the DPU granted a 120-day temporary license to A Yankee Line for service between Littleton and Boston. This license expired in October, but on December 16, the DPU issued CPCN 3808 to A Yankee Line for the route. Initially the only intermediate stop between Littleton and Boston was in Acton. In 1990 and 1991, A Yankee Line operated a second round-trip on this route under a state/MBTA contract. In 1991, A Yankee Line added a stop at Concord Center to replace service being discontinued by another carrier. The outer end of the route was cut back from Littleton to Acton about 1996.

Several different bus operators have served this corridor over the years, beginning in the 1920s with the Boston & Maine Railroad's subsidiary Boston & Maine Transportation Company. Improvements to commuter rail service on the Fitchburg Line since the 1980s have left little demand for bus service to Boston from this area, however.

The DPU files do not indicate that A Yankee Line has ever had any CPCNs other than the one for the Littleton-Acton-Boston route. In November 2011, the company was still operating one round-trip a day between Acton and Boston, but its main business was charter and tour bus service.

A.5.2 Bloom's Bus Lines and H & L Bloom, Inc.

Company Background

In 1966, Harry and Lillian Bloom established a bus company in Taunton, H&L Bloom, Inc. A 1970 DPU directory of carriers under its jurisdiction shows Bloom as operating both charter and common-carrier service. In April 1979, the Blooms incorporated a second company, Bloom's Bus Lines, for the purpose of taking over the operation of a bus route between Fall River, Taunton, and Boston that Bonanza Bus Lines wanted to discontinue.

Route Acquisition and Changes, 1979 to 1992

On August 27, 1979, the DPU transferred CPCNs 555, 1257, and 1743 to Bloom's Bus Lines from Bonanza Bus Lines. CPCN 1257 covered the route between Fall River and Boston. As issued to Bloom's this route generally followed state Route 138 from Fall River to Easton, then Route 106, limited-access Route 24, Route I-93, and the Southeast Expressway to Boston. This was a combination of the previous Bonanza CPCN 1257 south of Easton and a new routing between there and Boston. CPCN 555 covered several alternate routings in Dighton and Taunton. CPCN 1743 provided additional coverage in Fall River.

Bonanza's corporate predecessor, the Short Line, Inc., had acquired CPCNs 555 and 1257 in December 1964 from the Eastern Massachusetts Street Railway Company. The original CPCN 1257 had been issued to the Eastern Mass. in 1939, and it used old state highways all the way into Boston. CPCN 555 had been issued to the Eastern Mass. in 1930. CPCN 1743 had originally been issued to the New England Transportation Company in 1947 and transferred to the Short Line in 1958.

Bloom's used the CPCN 1257 rights mostly for trips between Taunton and Boston, but also ran one round-trip a day between Fall River and Boston via Taunton. Bloom's discontinued operation of the Fall River-Taunton segment in June 2008.

After 1979, most new fixed-route operating rights issued to Bloom's were in the form of amendments to CPCN 1257 rather than new CPCNs. An October 1980 amendment to CPCN 1257 allowed Bloom's to operate a route between Taunton and Middleborough on U.S. Route 44. Bloom's was not allowed to sell through tickets from Middleborough to Boston, in order to limit competition with the more direct route between those points operated by Interstate Coach. Bloom's ran the Middleborough-Taunton route for a few years but discontinued it by 1987.

In August 1982, Bloom's was granted temporary authority to extend service to East Taunton on Taunton-Boston trips. That authority was made permanent by an April 1983 amendment to CPCN 1257. In December 1984, Bloom's was granted temporary authorization of a side-diversion of the Boston route to serve the Westgate Mall in Brockton. That authorization was made permanent by an April 1985 amendment to CPCN 1257. Another amendment in February 1992 allowed the East Taunton trips to serve the Galleria Mall. Bloom's operated East Taunton/Galleria service until 2000.

Bloom's Acquisition of Interstate Coach Routes

In September 2003, Bloom's Bus Lines was issued a temporary license to take over operation of the route from Middleborough to Boston from Unda's Bus Service, d/b/a Interstate Coach. In December 2003, the DTE approved the transfer of CPCN 3713 to Bloom's for this route. Bloom's also took over operation of a reverse-commuting route between Boston and the Canton Commerce Center that Interstate had started in 1999 under a service agreement and subsidy contract with the MBTA. Bloom discontinued that route in July 2004.

Unda's Bus Service had been founded in 1938, and had operated a number of different local and long-distance commuter bus routes over the years. CPCN 3713 was originally issued by the DPU in November 1979 to Bay State Commuter Lines, Inc. under the same ownership as Interstate. Bay State initially received a temporary DPU license for this route in April 1979 to replace a service of Almeida Bus Lines, which was going out of business. Almeida had been operating bus service between Middleborough and Boston since 1947, as part of a route from New Bedford. It had originally followed older state highways, but was shifted to limited-access highways as they were completed in the 1950s and '60s.

CPCN 3713 authorized operation from Middleborough Center to Route 24 either via Routes 28 and 25 (now I-495) or on a local routing through Bridgewater to Route 24 at Route 106 in Bridgewater. The rest of the way to Boston was on Routes 24, I-93, and the Southeast Expressway. Starting about 1983, printed schedules identified the service as Bay State Commuter Lines

operated by Interstate Coach. Starting in 1984, this service was subsidized by the state through the MBTA. The MBTA restored commuter rail service to Middleborough and Bridgewater in 1997. By 2000, most of the Interstate Coach Middleborough trips were cut back to stopping only at park-and-ride lots at Route 24 interchanges in Bridgewater and West Bridgewater. The Bay State name was also dropped around 2000.

Fall 2011 Route Status

In October 2011, Bloom's Bus Lines was operating 14 inbound and 12 outbound trips a day between Boston and Taunton. The only remnant of the Bay State/Interstate route was that the Taunton trips included a stop at the park-and-ride lot in West Bridgewater, which Bloom's had not been allowed to serve before acquiring CPCN 3713.

A.5.3 DATTCO, Inc.

This company's website describes it as a family-owned business, established in 1924, and headquartered in New Britain, Connecticut. DATTCO has been operating fixed-route bus service in Massachusetts only since May 2004, when the DPU approved the transfer of CPCNs covering a route between Fairhaven, New Bedford, Taunton, and Boston from American Eagle Motor Coach, Inc. to DATTCO.

Background of DATTCO Predecessor Service

Most of the CPCNs held by American Eagle Motor Coach had been transferred to that company in August 1981 from Medeiros Bus Co., Inc., which was under the same ownership. These certificates had all been issued to Medeiros between 1979 and 1981. Before that, Medeiros had been in business as a charter bus company. A 1972 DPU directory of carriers under its jurisdiction included Medeiros Private Livery, Inc., in Fairhaven with restricted common-carrier service, but this company was not in the 1970 directory.

CPCN 3710, issued to Medeiros on October 5, 1979, was for a route from New Bedford to downtown Boston, mostly on limited-access highway Routes 140, 24, I-93, and the Southeast Expressway. This was a replacement for a route that had been operated for many years by Almeida Bus Lines, which had gone out of business earlier that year. Two other bus companies had provided replacement service under temporary licenses before Medeiros got the permanent certificate. Almeida had been operating bus service between New Bedford and Boston since 1947. The route originally followed older state highways, but was shifted to limited-access highways as they were completed in the 1950s and '60s.

CPCN 3717, issued on February 8, 1980, authorized some additional connections to the Boston routes over local streets in New Bedford. CPCN 3723, issued on April 18, 1980, covered a route between New Bedford and Middleborough, mostly on state Routes 18 and 105. Almeida had operated a similar route, but it is unclear how Medeiros used these rights. CPCN 3725, issued May 21, 1980, authorized a side-diversion off the Boston route to serve downtown Taunton. This certificate restricted the provision of service to the carrying of passengers going to or from points south of Taunton. CPCN 3726, issued a week later, added a short connection in downtown New Bedford.

CPCN 3733, dated September 24, 1980 was for a route from Fairhaven through New Bedford, Freetown, Lakeville, and Middleborough to Bridgewater, but it is unclear how Medeiros used it. In November 1980, Medeiros was granted a temporary license for an extension in Boston from the old Trailways Bus terminal in Park Square to a new temporary terminal next to South Station. CPCN 3734, issued November 21, 1980, covered this extension. The last CPCN issued to Medeiros was 3743, on March 13, 1981. It covered a short extension in Boston from South Station to another temporary bus terminal on Atlantic Avenue, plus another new short connection in New Bedford.

After all of the CPCNs discussed above were transferred from Medeiros to American Eagle the latter company obtained very little additional operating authority. In 1992, American Eagle extended all New Bedford trips to or from the company garage in Fairhaven. At least some of the extended trips had probably been running over this segment without passengers for years anyway. Also in 1992, American Eagle added an off-peak side-diversion off the Boston route to the Silver City Galleria Mall in Taunton. The DPU files show only the transfer of CPCN 3710 from American Eagle to DATTCO. It may have been amended to include all of the coverage that DATTCO needed, as much of the coverage in the other CPCNs was for segments that American Eagle was not operating by 2004.

Fall 2011 Route Status

In October 2011, the Fairhaven-New Bedford-Taunton-Boston route was the only general-purpose fixed bus route in Massachusetts shown on the DATTCO website. The site also showed daily service to the Mohegan Sun casino in Connecticut, with Massachusetts stops in Wareham, Fairhaven, New Bedford, Fall River, and Somerset.

A.5.4 Plymouth & Brockton Street Railway Company

Company Background

The Plymouth & Brockton Street Railway Company (P & B) advertises itself as "America's Most Experienced Bus Line, Established in 1888." This refers to the incorporation date of its oldest predecessor company, the Plymouth & Kingston Street Railway, which opened a trolley line between those two towns in 1889. This company was absorbed in 1899 by the Brockton & Plymouth Street Railway, which extended the line from Kingston to Whitman in 1900. Tracks of another company were used to operate through service between Plymouth and Brockton. The present P & B was incorporated in 1922, as successor to the Brockton & Plymouth which was sold by receivers in July of that year. P & B abandoned trolley service between Kingston and Whitman in the fall of 1925, with replacement bus service being provided by an unrelated company.

P & B Bus Operations, 1927 to 1947

In March 1927, P & B was issued DPU CPCN 303 for bus service between Plymouth and Kingston in addition to trolley service. In August 1927 P & B was issued CPCN 340 for seasonal service between Plymouth, Kingston, and Duxbury. P & B finally gave up operating trolley service in June 1928. For the next 20 years, the only additional CPCNs issued to P & B were numbers 424 and 417 for local service in Plymouth, issued in 1929, and 1394 for a route between Plymouth, Kingston, and Duxbury, issued in 1942. In April 1942 P & B was granted a War Emergency certificate for a route between Plymouth and Boston. This route ran for the duration of World War II, but was discontinued in the fall of 1945.

P & B System Expansion, 1947 to 1952

The Plymouth & Brockton Street Railway Company was sold to George Anzuoni in late 1947. Expansion of the P & B system began in February 1948, when the company was granted a temporary license to operate Sunday service from Plymouth to Boston to replace discontinued railroad passenger service. P & B was unable to obtain all the local licenses needed for a permanent certificate, but in February 1949 the DPU issued it CPCN 1938 for a route from Plymouth to Brockton. This route generally followed state Route 27, as the long-abandoned P & B trolley line had, and the CPCN included restrictions to protect the carriers still providing bus replacement service for the trolleys.

In May 1949, the DPU issued CPCN 1945 to P & B for a through route between Plymouth and downtown Boston. It generally followed the present

state Route 53 between Duxbury and Quincy, continuing into Boston over Hancock Street and Neponset and Dorchester Avenues. CPCN 1955, issued to P & B in July 1949, covered a route from the Monponsett railroad station in Hanson to Kingston via state Routes 58 and 106.

In July 1950, the DPU transferred CPCNs 1782 and 1870 to P & B from South Shore Transit, Inc. CPCN 1782 covered a route from Scituate Harbor to Hingham Depot via Cohasset. This route had been awarded to a predecessor of South Shore Transit in 1946, and may have been run as a War Emergency route before that. CPCN 1870, issued to South Shore Transit in 1948, provided for an extension of the earlier route, from Scituate Harbor to the Greenbush Railroad Station. Commuter rail service to Greenbush was being reduced at that time.

Also in July 1950, CPCN 2000 was issued to P & B for a new through route between Duxbury and Boston. This route started in the Millbrook section of Duxbury and followed state Routes 3A and 139 through Marshfield to Route 53 in Pembroke. From there to Boston it duplicated the routing in CPCN 1945.

In January 1951, P & B took over operation of a bus route between Hingham Depot and Queen Anne's Corner via Main Street. This route had been operated by other bus companies since 1926, when it replaced a trolley line. In June 1951, this was incorporated in a new P & B route between South Duxbury and Boston covered by CPCN 2040. This route used state Route 3A from the border of Kingston and Duxbury to Route 139 in Marshfield, partly overlapping the coverage of CPCN 2000. From there it continued on Route 3A through Marshfield and then Country Way in Scituate, and South and North Main Streets in Cohasset to Hingham. It then continued to Hingham Depot and south on Main Street, joining P & B's other Boston routes at Queen Anne's Corner.

In July 1951, the DPU approved the transfer to P & B of all CPCNs previously held by Bryantville Auto Service. CPCN 231, originally issued in 1926, had provided replacement service for the segment of the original P & B trolley route between Whitman and the Bryantville section of Pembroke. CPCN 231A, issued in 1930, extended this route from Bryantville to Kingston, again via the old trolley line routing. CPCN 1415, issued in 1942, provided a branch from Bryantville to Oldham Pond in Pembroke. CPCN 1621, issued in 1946 and reissued in 1948, covered a route from Oldham Pond to North Pembroke, then on Route 53 into Hanover, on unnumbered local roads to West Hanover, and on Route 139 through Rockland to the North Abington railroad station.

In September 1951, the DPU issued CPCN 2050 to P & B for a route between Plymouth and Buzzards Bay. It generally followed the present state Route 3A from Plymouth to the Sagamore Bridge and then U.S. Route 6 west along the north side of the Cape Cod Canal. It was intended for use in combination with

older P & B rights to provide through service between Boston and Cape Cod. However, P & B was not allowed to carry passengers traveling between points north of Quincy Center and Buzzards Bay or points south. (Almeida Bus Lines had been awarded rights for service between Boston, Buzzards Bay, and points south a few months earlier.)

In August 1952, the DPU transferred all CPCNs of South Shore Coach Lines, Inc., to P & B. There were five of these as described below. South Shore Coach had acquired CPCN 1855 from another company in December 1949. It covered a local route in Hanover, Rockland, and the edge of Norwell. It had been issued to the previous carrier in February 1948, but much of it had been served by a series of companies after replacing a trolley line in the 1920s.

CPCN 1963 was originally issued to South Shore Coach in August 1949, for a route from Green Harbor in Marshfield to Quincy Square. It mostly followed the present state Routes 139 and 53, and overlapped the coverage of P & B CPCN 1945. CPCN 1963 contained a restriction against carrying local passengers on the overlapping segment. A June 1950 amendment to CPCN 1963 allowed a closed-door extension from Quincy Center to the Field's Corner rapid transit station.

In December 1950, CPCN 2012 was issued to South Shore Coach for a new routing between Marshfield and Route 53 in Hanover. It included several variations within Marshfield, but in Norwell it mostly used Route 123. Some of the local coverage in Marshfield had been provided by other carriers between 1943 and 1948. CPCNs 2055 and 2056, issued in November 1951, gave South Shore Coach additional rights in Marshfield and in Hanover.

Additions to P & B Route Network, 1953 to 1970

After acquiring the South Shore Coach CPCNs P & B did not take over any more routes from other carriers until the 1970s, but did institute a few new routes. In September 1953, P & B cut back Duxbury-Scituate-Boston service to a connecting service to Queen Anne's Corner. In January 1954, the DPU issued CPCN 3051 to P & B for a routing between the Cohasset/Hingham town line and Quincy Center mostly via the present state Route 3A.The DPU amended CPCN 2040 to revoke P & B's operating rights between Hingham Center and Queen Anne's Corner. Service on that segment was taken over by the Eastern Massachusetts Street Railway Company.

CPCN 3225, issued to P & B in September 1959 and amended in April 1960, provided for a new routing between Boston and Braintree via the Southeast Expressway, then south on Route 37 and Grove Street to Weymouth, Columbian Street, Park Avenue, Ralph Talbot Street, and Oak Street to Hingham, and Derby Street to the present Route 53. CPCN 3225 also covered a new routing through Scituate and Cohasset to Hingham on the Chief Justice

Cushing Highway (Route 3A). CPCN 3228, issued in October 1959, allowed P & B to operate over the present Route 3 from the Braintree/Quincy Line to Derby Street in Hingham where Route 3 ended then. CPCN 3265, issued in April 1961, authorized P & B to resume operating Scituate service from the Cohasset border to Queen Anne's Corner via Main Street in Hingham, the route that had been used from 1951 to 1954.

CPCN 3273, issued in May 1961, allowed P & B to extend its Cape Cod service from Sagamore Circle to Hyannis via U.S. Route 6 and state Route 132. (The New Haven Railroad had discontinued passenger service between Boston, Cape Cod, and intermediate points in June 1959.) CPCN 3294, issued in January 1962, authorized P & B to use the present Route 3 from Derby Street in Hingham to Route 53 in Hanover. CPCN 3314, issued in September 1962, authorized P & B to use the present Route 3 from Route 3A in Duxbury to Sagamore Circle. (That section of the highway had been opened in November 1957.) CPCN 3342, issued in September 1963, allowed P & B buses to diverge off the Southeast Expressway in Milton and Quincy to make a stop at East Milton Square. CPCN 3359, issued in February 1964, covered the final section of the present Route 3 between Route 53 in Hanover and Route 3A in Duxbury.

Changes in P & B Route Network, 1970 to 1980

As discussed in the section of this appendix on the Brush Hill Transportation Company, in December 1973 P & B took over operation of a route between Milford and Boston, but Brush Hill was the actual operator of this route for most of the time after that.

In a survey conducted by the DPU in 1974, P & B reported that several of the routes covered by CPCNs described above were no longer active. These included the routes from Whitman to Pembroke in CPCN 231; the portion of CPCN 1621 between Abington and Rockland; Scituate Harbor to Hingham Depot in CPCN 1782; CPCN 1938 between Plymouth and Brockton; the local routing between Weymouth and Boston in CPCN 1945; South Duxbury to Boston in CPCN 2040; and Hingham to Quincy in CPCN 3051.

In May 1974, CPCN 3619 was issued to P & B for an express bus route between Brockton and Boston. This route used local roads from downtown Brockton to Route 24, and then took that highway, I-93, and the Southeast Expressway. P & B had begun operating it under temporary rights in February of that year. There had been no through bus service from Brockton to Boston for about six years before that. This route received some state funding through the MBTA starting in 1984. The route was discontinued in September 1998, one year after the MBTA restored commuter rail service between Brockton and Boston.

In April 1979 Almeida Bus Lines, which had operated bus service from Boston to Barnstable since 1951 and Hyannis since 1953, went out of business. To make up for the lost service, P & B increased the frequency of its Hyannis trips. P & B also took over the route of former Almeida subsidiary Southern Massachusetts Bus Lines between Hyannis and Chatham. That route had been operated by the New Haven Railroad's bus subsidiary New England Transportation Company from the 1920s to 1955, after which it had been operated by a series of local bus lines. P & B initially obtained a 120-day temporary license for this route. When that expired, Brush Hill Transportation was granted a temporary license. P & B was issued a permanent CPCN for the Chatham route at the end of November 1979, and operated it until 1990. The Cape Cod Regional Transit Authority now provides bus service between Hyannis and Chatham.

Changes in P & B Route Network after 1980

In November 1982, P & B was issued CPCN 3766, allowing it to through-route service on several of its long-established Boston routes to Logan Airport via the Callahan and Sumner Tunnels. This CPCN originally contained a restriction preventing P & B from picking up passengers in downtown Boston to go to Logan or vice-versa. In October 1986 the wording was modified to allow P & B to carry Logan passengers transferring to or from P & B trips that did not run through to the airport. Starting in 1995, P & B Logan service used the Ted Williams Tunnel.

In 1985, P & B took over operation of a limited-stops route between Marshfield, Hanover, and Boston from the MBTA, which had started it in 1982. P & B operated this route, with some state funding through the MBTA, until 2008.

In November 1987, P & B began operating an express bus route between the Quincy Adams rapid transit station and Logan Airport under a contract with Massport. The DPU issued CPCN 3807 to P & B for this route. From 1988 to 1990, the outer end of this route was extended from Quincy Adams to Plymouth, with no intermediate stops, under an MBTA contract. In November 1990, the Quincy Adams stop on this route was replaced with a separate parking lot in Braintree and CPCN 3807 was amended to reflect this change. P & B continued to run a few Plymouth-Logan nonstop trips until 1991. P & B was the contract operator of the Braintree-Logan route until March 1998, when Massport awarded the contract to Paul Revere Transportation.

In August 1988, P & B took over the business of Cape Cod Bus Lines. The DPU transferred 20 CPCNs from that company to P & B, but most of these were for routes that were either inactive or were restricted to sightseeing service. The only general-purpose route that P & B acquired in this transaction

was one from Hyannis to Provincetown. Like the Chatham route, this route had been run by the New England Transportation Company from the 1920s to 1955. The original routing, which used local streets and state Route 6A from Hyannis to Orleans, was covered by CPCN 243, issued in 1926. This CPCN was transferred in 1955 to Falmouth Bus & Taxi Company, which was renamed Cape Cod Bus Lines in August 1963. CPCN 3217, covering operation on the present U.S. Route 6 between Yarmouthport and Orleans, was issued to Falmouth Bus & Taxi in September 1959.

Since the 1990s P & B's route network has been reduced substantially. The Greenbush-Hingham-Boston route, which was once the most heavily served route in the P & B system, was down to three round-trips a day by September 1998. Only one round-trip remained when the route was discontinued in September 2003. The Greenbush commuter rail line, on which service was restored in October 2007, includes stations in Scituate, Cohasset, and Hingham.

Fall 2011 Route Status

In 2011, the only route on which P & B operated frequent all-day service was the Hyannis-Boston route. Intermediate stops on this route were at park-and-ride lots in Barnstable, Sagamore, Plymouth, and Rockland. In Boston, most peak-period trips served Park Square in addition to South Station, and most off-peak trips also served Logan Airport. A few trips served Logan but not South Station or Park Square. P & B also ran a few connecting trips between Hyannis and Provincetown.

In addition to the Hyannis route, P & B ran several peak-period trips between Plymouth and Boston, with intermediate stops only in Kingston and Rockland. A separate P & B route with two inbound weekday trips and one outbound weekday trip ran from South Duxbury to Boston with several intermediate stops in Marshfield.

A.5.5 The Coach Company

Origins of Routes of the Coach Company

The fixed-route bus services operated by the Coach Company are derived mostly from routes started in 1965 in response to significant cutbacks in commuter rail service. These bus routes have survived even though commuter rail service in the same territory has expanded again.

In January 1965, the Interstate Commerce Commission (ICC) authorized the Boston and Maine Corporation (B&M) to discontinue all intrastate passenger trains and almost all interstate passenger trains that it was then operating in and out of Boston. The MBTA, which had been established in 1964, had

already reached an agreement with the B&M to maintain and increase service within the MBTA District if the ICC approved the discontinuances, but service outside the District would end unless funded by other parties. Until 1965, the route that is now the MBTA Newburyport Line had passenger service extending to Portsmouth, New Hampshire. The ICC order allowed the B&M to end all service on that line except for one round-trip a day between Boston and Newburyport. The route that is now the MBTA Haverhill Line had passenger service as far as Portland Maine. The ICC order allowed the B&M to discontinue that service except for one round-trip a day between Boston and Dover, New Hampshire.

On the Newburyport Line, the MBTA District ended at Hamilton then, so Hamilton/Wenham Station became the temporary end of the line except for the one Newburyport round-trip. In June 1965 the MBTA extended service to Ipswich under a contract with that town. All Haverhill trains had been running via the Lowell Line as far as Wilmington. Stations beyond that were all outside the MBTA District then, so they were served only by the one Dover round-trip.

To make up for the loss of commuter rail service, the DPU issued temporary operating certificates to bus companies in the affected areas. One of these companies was Michaud Bus Lines. In 1959, Michaud had taken over operation of an interstate bus route from Springvale, Maine through Durham, New Hampshire, to Boston. Within Massachusetts this route followed Interstate Route 95 and U.S. Route 1. When Michaud acquired this route, the DPU issued CPCN 3229 to the company, allowing it to carry intrastate passengers only between the town of Amesbury (on the state line) and Boston. When the B&M service was cut back, Michaud was granted a temporary license for a route from Newburyport to the Salem commuter rail station. This was replaced in March 1965 by CPCN 3389, for service between Newburyport and Peabody on U.S. Route 1. Buses were run through to Boston under the authority of CPCN 3229. Another bus company initially provided replacement service to Haverhill. In September 1965, the DPU issued CPCN 3403 to Michaud for a route from Haverhill through Groveland to I-95 in either Georgetown or Boxford. This followed state Routes 113, 97, and 133, and was also used in conjunction with CPCN 3229 for through service to Boston.

In 1967, Michaud was issued CPCNs 3447 and 3448 covering local service in Haverhill, Groveland, Newburyport, West Newbury, and North Andover in place of another bus company that had gone out of business.

In June 1967, the B&M received ICC approval to discontinue the Newburyport and Dover trains it had been required to keep operating in 1965. The city of Newburyport contracted with the MBTA to continue the one round-trip, but Rowley declined and lost its stop. Haverhill, North Andover, Lawrence, and

Andover contracted with the MBTA to keep the Dover trains running as far as Haverhill. Train frequency was not increased on either line at that time, so the Michaud bus routes continued.

Boston Commuter Lines, Inc., and Kinson Bus Lines

In December 1972, the DPU transferred CPCNs 3229, 3389, 3403, 3447, and 3448 covering the routes described above from Michaud Bus Lines to a new company, Boston Commuter Lines, which used the trade name Bos Com. This company was partly owned by members of the Michaud family. In June 1974, Bos Com was granted CPCN 3621 for a side-diversion of the local Newburyport route in Topsfield and Boxford.

In 1975, Bos Com arranged with Basil S. Kinson, Inc., d/b/a Kinson Bus Lines, to operate the former Michaud routes to Boston from Amesbury and Newburyport. In April 1977, the DPU transferred CPCNs 3229, 3389, and 3621 from Bos Com to Kinson, but renumbered them as 3229-A, 3389-A, and 3621-A. At the same time, the DPU reissued the portion of certificate 3229 between Georgetown and Boston to Bos Com along with part of CPCN 3621 to allow that company to continue operating the Haverhill-Boston route.

Kinson had previously operated a bus route between downtown Newburyport and Plum Island, under CPCN 319. That number indicates that it was originally issued in 1927, but does not show what operator it was issued to. Kinson had also been issued CPCN 3441 for service in Newburyport in 1967 and CPCN 3613 for service in Georgetown in 1974. Prior to July 1973, Kinson operated buses under his own name rather than through a corporation.

In September 1981, Kinson was issued a temporary license to operate the Haverhill-Boston route in place of Bos Com, which was going out of business. (Kinson had already been operating the route under an arrangement with Bos Com.) In December 1981, the DPU transferred all of Bos Com's CPCNs to Kinson.

Formation of the Coach Company

In 1985, the McGregor-Smith Motor Company of Merrimac purchased all shares of Basil S. Kinson, Inc. but continued to operate that company's services as Kinson Bus Lines. McGregor-Smith also owned a Plaistow, New Hampshire bus company called Timberlane Transportation. That company had been in business since the 1960s. In 1989, Laidlaw Transportation purchased Timberlane's school bus operation, but other Timberlane services were retained by McGregor-Smith as Timberlane Coach d/b/a the Coach Company. In another corporate restructuring, McGregor-Smith was succeeded by MRS, Inc. In July 1990, that company purchased all shares of Basil S. Kinson, Inc., which then began doing business as the Coach Company instead of as Kinson

Bus Lines. In October 1991, the DPU amended CPCN 3389A to allow the Coach Company to add a side diversion on Route 129 (Salem Street) in Lynnfield on some Haverhill trips to replace service discontinued by Hudson Bus Lines.

The Coach Company has operated several variations of the Boston routes discussed above over the years, mostly involving extensions to various points in southern New Hampshire. In most years, some service has been operated to Plaistow. Route segments within Massachusetts were subsidized by the state through the MBTA from 1987 to 2008. Service to Amesbury was discontinued in 2008.

Fall 2011 Route Status

In November 2011, the website for the Coach Company identified it as a Milton Smith company. Fixed-route service consisted of two weekday peak-period round-trips on the Haverhill-Boston route and six on the Newburyport route. The Haverhill trips all made intermediate stops in Groveland, Georgetown, Boxford, Topsfield, and Peabody. One AM inbound and two PM outbound Newburyport trips made intermediate stops in Peabody, but otherwise they ran nonstop between a park-and-ride lot off I-95 in Newburyport and Boston. Two of the inbound AM trips and three of the outbound PM trips served downtown Newburyport. Most of the bus trips actually began or ended at the Coach Company garage in Plaistow. Two inbound Newburyport trips made scheduled stops at a park-and-ride lot in Plaistow. Both outbound Haverhill trips and five outbound Newburyport trips stopped on request at the Plaistow lot on the way to the garage. The Coach Company also operates charter buses, and runs a daily scheduled trip from Portsmouth, Newburyport, and Lawrence to the Foxwoods Resort and Casino in Connecticut.

Competition in the Service Territory of the Coach Company

The bus routes operated by the Coach Company were originally started to replace commuter rail service that was being discontinued, but that service was later restored. This has limited the potential demand for bus service in the area. The one Newburyport commuter rail round-trip remaining in 1965 was replaced by an extension of an Ipswich round-trip in October 1975. That trip was cut back to Ipswich in April 1976, when Newburyport declined to continue funding it. Newburyport was then served only by buses until October 1998, when the MBTA extended most Ipswich trains through to Newburyport with an intermediate stop in Rowley.

Commuter rail service on the Haverhill Line was discontinued in June 1976, after all the communities on the line stopped contributing to its funding. In December 1979, the MBTA extended some Reading trains to Haverhill under

an arrangement with the Merrimack Valley Regional Transit Authority, and the number of Haverhill trains gradually increased. Although these commuter rail restorations compete with the Coach Company bus routes in Haverhill and Newburyport, the other municipalities served by the buses do not have commuter rail service.

The Coach Company has also always had competition from interstate bus companies for traffic between Newburyport and Boston. Because of federal deregulation of intercity bus service, these carriers have not been required to obtain CPCN's in Massachusetts since 1982. C&J Bus Lines currently serves Newburyport on a route from Dover, New Hampshire to Logan Airport and South Station. C&J began as an airport limousine operator in the 1970s, but expanded to operating general-purpose intercity bus service in 1988.

A.6 COMPANIES OPERATING CONTRACT SERVICE ONLY

A.6.1 Crystal Transport, Inc.

This company was established in November 1983, by Linda Carroll, formerly the chief operating officer of William S. Carroll Bus Lines. In September 1984, Crystal acquired the charter license of Rabbit Transit of Concord, Mass. That company had ceased operating as a result of financial problems following an October 1982 accident.

Most of the CPCNs issued to Crystal have been for special service to colleges, limited to their students, faculty, or other personnel and valid only while contracts with those colleges are in effect. The oldest such CPCN in the DPU files was issued to Crystal in April 1984, for routes from Wellesley College to MIT and from Wellesley College to Babson College and Brandeis University. Correspondence in the files indicates that Crystal had begun operating these routes sometime previously before being notified by the DPU that a CPCN was required. Crystal is not currently operating any of the Wellesley shuttles.

Next was CPCN 3789, issued to Crystal in April 1985 for a route between the Newton Center and Brighton campuses of Boston College, and to the Cleveland Circle area. In September 1989, the DPU issued CPCN 3822 to Crystal for a route from the Boston University campus in Allston to the B.U. Medical Area in the South End. This route was restricted to carrying B.U. faculty and students.

The only authorization to Crystal for routes open to the general public was a temporary 180-day license issued on July 31, 1992 for Framingham LIFT Routes 5 and 6 from Framingham to Milford and to Ashland. The reason for this was that the previous carrier, Big W Trans, was going out of business. However, Crystal was not issued permanent DPU rights to these routes after the temporary license expired.

A.6.2 Fox Bus Lines, Inc.

On May 12, 1978, the DPU approved the transfer of a charter license and CPCNs for several fixed routes in the Worcester area to Fox Bus Lines from the Worcester Bus Company. These included a route from Worcester to Millbury, a route in Sutton and Douglas, and a route from Worcester to Yarmouth and Dennis on Cape Cod. The latter route was restricted to picking up or discharging passengers in Worcester, Yarmouth or Dennis. Worcester Bus had obtained the rights to that route in 1974. It is unclear how long Fox operated any of these routes.

In early 1982, Fox Bus Lines was granted a temporary 120-day license for a fixed route from Worcester via Auburn, Oxford, Webster, and Dudley to Southbridge, to replace a route discontinued on January 30 by Denise, Inc., doing business as Travel Time. State law does not allow renewals of 120-day licenses to the same company. When this one expired, another for the same route was issued to an affiliated company, Fox Bus Corp. On October 20, 1982, Fox Bus Lines was awarded permanent CPCN 3764 for the Worcester-Southbridge route, with further extensions to Sturbridge and Charlton. However, the route proved unprofitable, and on June 4, 1983 Fox discontinued it and surrendered the CPCN for it to the DPU.

On April 5, 1993, the DPU awarded Fox Bus Lines a CPCN for a route from the border of Southborough and Framingham via Route 9 to Speen Street and via the Massachusetts Turnpike, Central Artery, and harbor tunnels to Logan Airport. This certificate was restricted to provision of airport service under contract with Massport. A route from Shoppers World in Framingham to Logan had previously been operated for Massport since 1988 by Peter Pan Bus Lines. It is unclear if Fox ever attempted to serve the segment between the Southborough line and Shoppers World.

On July 10, 2000, the DTE awarded Fox Bus Lines CPCN RB-165 for a route from park-and-ride lots at Massachusetts Turnpike interchanges in Auburn and Millbury to downtown Boston. A published schedule for this route in the DPU files shows that service was to begin with a 6:30 AM inbound trip from Auburn to Boston, followed by an 8:00 AM reverse-commuting trip to high-tech businesses on South Street in Hopkinton. In the afternoon there was to be a 3:15 trip from Boston to Auburn, followed by a 5:00 trip from Hopkinton to Boston and a 7:30 PM trip to Auburn. Some trips were also to stop at the Riverside MBTA station.

Correspondence in the DPU files shows that Fox had proposed in February 2000 instituting this route as justification for having leased a bus from the Executive Office of Transportation and Construction for about the previous two years. Fox had been using the bus exclusively in charter service, in violation of

a requirement that it be used mostly in fixed-route service. The route only operated for a short period of time and was discontinued because of low ridership.

As of October 2011, Fox Bus Lines was operating charter and tour bus service under the names Fox Bus Tours and Silver Fox Motor Coaches. Fox was also still the operator of the Framingham Logan Express route for Massport.

A.6.3 Joseph's Transportation (also known as Joseph's Limousine & Transportation)

Internet information furnished by this company says that it was first established in 1957, and started out with one limousine. The company's first entry into fixed-route service occurred in the late 1980s when it leased another carrier's operating rights for a shuttle service between the offices of Arthur D. Little in Cambridge and the Alewife Red Line terminal. In December 1990 the DPU awarded CPCN 3827 to Joseph's Limousine Service for this route, along with a charter bus license. In July 1993 the DPU amended the CPCN to allow Joseph's to operate a shuttle service from the Arthur D. Little offices to Logan Airport. This route used a combination of unnumbered local roads and state Route 60 through Somerville, Medford, Everett, and Chelsea to East Boston, but local stops along the way were not allowed. It is unclear how long this service was run. DPU records indicate that CPCN 3827 was the only one ever issued to Joseph's by that agency (or by the DTE, which replaced the DPU from 1998 to 2007).

In February 1994, the MBTA awarded a contract to Joseph's Limousine Service for a route on Fulton Street in Medford. The former long-time operator of the Fulton Street route, Hudson Bus Lines, had just gone out of business. The history of the route itself dated back to 1933. In 1999, the MBTA assigned it route number 710. Another company held the MBTA contract for Route 710 from 2000 to 2004, but Joseph's has been the contractor again since 2004.

Joseph's has bid on other MBTA local bus contracts from time to time but has thus far not been awarded any of them. In 2011 the company also operated charter and tour buses, limousines, and corporate sedans.

A.6.4 M & L Transit Systems

This company began operating as M & L Transportation Services in 1984. It initially operated fixed-route service to Logan Airport from Merrimack and Nashua, New Hampshire, under ICC authority. In 1987, due to a complaint filed by Hudson Bus Lines, the DPU conducted an investigation of service being provided by M & L to Logan from points in Chelmsford, Lowell, Burlington, and Bedford in conjunction with the New Hampshire route. The

DPU ruled that M & L did not have proper authority to operate such service, and M & L apparently discontinued it.

In June 1990, the DPU issued charter license 89-73 to M & L. In January 1994 M & L was awarded a contract by the town of Framingham to operate the LIFT bus system, replacing the carrier that had operated it for the previous two years. M & L operated the route for about a year, but was forced to give it up when the DPU ruled that it did not have the proper operating authority. The service was then taken over by AAA Charter, a company that had been issued charter license 93-122 by the DPU in September 1993. In March 1995 AAA Charter was renamed A&A Charter, and in June 1995 the DPU issued CPCN 95 RB-3 to this company covering all of the LIFT routes in Framingham, Natick, Hopkinton, Ashland, Holliston, and Milford. In November 1999, M & L Transportation Services merged with A&A Charter, and the merged company was re-named M & L Transit Systems.

The LIFT system was taken over in July 2007 by the newly organized Metrowest Regional Transit Authority (MWRTA). Fixed-route services provided by the MWRTA are currently operated under contract by First Transit, a nationwide transportation management company based in Cincinnati, Ohio.

Around 1988, the Route 128 Business Council established a shuttle service between the Alewife Red Line terminal in Cambridge and several businesses in Lexington and Waltham. This service was operated by M & L, but was apparently not considered by the DTE to be a service requiring fixed-route rights as it was operated under contract and was intended mostly to carry employees of the businesses it served.

Around the year 2000, the Route 128 Business Council established another shuttle service between the Newton Highlands Green Line station and several businesses in the vicinity of Route 128 in Needham. This service was also operated under contract by M & L. The DTE did not require a CPCN for this service. In 2005, the Business Council sought to expand the Needham route to include some businesses in Newton, and requested clarification from the DTE as to what authority was needed. The DTE responded that it considered this to be a charter service for which no local street licenses or a CPCN were required.

In January 2002, the city of Cambridge contracted with M & L to operate a new shuttle service between the MIT/Kendall Square area and North Station. This service, called EZ-Ride, was managed by the Charles River Transportation Management Association (TMA) also under contract with the city. The DPU apparently determined that a CPCN was not required. In this case, because the city was the entity that contracted for the service, it stipulated the streets over which EZ-Ride was to operate in the form of a street license. Each time

revisions were subsequently made to the route, the city issued amended licenses. M & L is no longer the operator of EZ-Ride, having been replaced in 2008 by Paul Revere Transportation, LLC.

In October 2011, M & L was described on its website as offering Boston bus charters and group transportation throughout Greater Boston and Massachusetts. The company was still operating the Route 128 Business Council shuttles under contract.

A.6.5 McGinn Bus Company, Inc.

According to this company's website "McGinn Bus Company has been providing excellence in passenger ground transportation service since 1918." The earliest DPU records for a predecessor of the present company show that on January 26, 1940 a charter license was issued to Francis A. McGinn, d/b/a McGinn Bus Company. Licensing of charter bus service by the DPU was first required by legislation enacted in 1939. McGinn had apparently not operated any services that would have been under DPU jurisdiction previously. At McGinn's request, his charter license was temporarily suspended from January to October 1945 because of wartime and early post-war conditions. After Francis McGinn's death, the DPU transferred his charter license to his widow, Marguerite E. McGinn, on June 1, 1959.

McGinn Bus Company, Inc. was organized by members of the Anzuoni family, owners of several other greater Boston bus companies, on October 2, 1961. The DPU transferred the McGinn charter license to the new company on May 18, 1962. Since then, McGinn has been mostly a charter-bus operator.

In October 1977, the DPU issued a 120-day temporary license to McGinn to operate a special-purpose fixed route to transport employees of the Morse Shoe Company between Boston and the company's new location in Canton. This was a replacement for a non-renewable temporary license for the same route previously issued to Brush Hill Transportation, another Anzuoni company. McGinn did not obtain permanent rights for this route.

On August 13, 2001, the DPU issued a 120-day temporary license to McGinn for a new route from Peabody to Logan Airport, to be operated under contract with Massport as part of the Logan Express network. This route was scheduled to begin on August 31, but several of the cities and towns through which it was to operate nonstop had not responded to McGinn's application for street licenses. The DTE subsequently invoked a provision of the law that authorizes it to issue street licenses if municipalities have not responded within 60 days. The DPU issued CPCN 01 RB-206 to McGinn for the Peabody route on December 11, 2001 just as the temporary license was due to expire.

In October 2011, McGinn Bus Company was still the operator of the Peabody Logan Express route. The DPU files do not show CPCNs having been issued to McGinn for any other fixed-route service. At one time, McGinn was the contractor for the city of Lynn for two loop routes that had been run by the MBTA as minibus routes from 1973 to 1977, but these apparently did not require DPU certificates.

A.6.6 Paul Revere Transportation, LLC

In May and June 1990, the DPU issued two charter licenses to Alternate Concepts, Inc. and Modern Continental Construction Company, d/b/a Joint Venture. Alternate Concepts had been organized the previous year by former MBTA General Manager James O'Leary and others. In February 1992, the d/b/a name of the joint venture was changed to Paul Revere Transportation. About 1996 the joint venture was succeeded by Paul Revere Transportation LLC. This company in its various configurations has been the operator of a number of fixed-route and shuttle bus services under contracts from other parties, but has never operated any unsubsidized bus routes in Massachusetts.

The earliest contract awarded to Paul Revere was from Massport, for the long-established network of shuttle buses connecting the Logan Airport terminals, Massport offices, the MBTA Blue Line Airport Station, and the Logan water transportation terminal. In July 1991, the MBTA awarded the contract for bus service between the Orient Heights Blue Line station and points in the town of Winthrop to Paul Revere. These routes had been run by a private carrier, Rapid Transit, Inc., since 1940, when they replaced the abandoned Boston, Revere Beach & Lynn narrow-gauge railroad. The MBTA had been subsidizing them since 1968. Paul Revere has continued to be the operator of these routes, which were assigned MBTA numbers 712 and 713 in 1999.

From 1992 to 1993 and from 2000 to 2001, Paul Revere operated shuttle bus service between South Station and Logan Airport under contract with Massport. Both of these services were discontinued because of low ridership. MBTA Silver Line Waterfront Route SL1, established in 2005, now connects South Station with Logan, and is partly funded by Massport.

In November 1995, Massport awarded the contract for Woburn Logan Express bus service to Paul Revere. The DPU issued CPCN 95-RB-43 to Paul Revere for this this service. The route had been operated for Massport by other contractors since it was first established in 1992. (The outer terminal was relocated from Mishawum Station to the Anderson/Woburn Regional Transportation Center in 2001.)

In September 1997 the Cambridge City Council granted three jitney licenses to Paul Revere to operate a shuttle service around the MIT campus.

In March 1998 Paul Revere also won the contract for the Massport Braintree Logan Express route, which had been operated by the Plymouth & Brockton Street Railway Company since 1987. (The outer terminal had been relocated from Quincy Adams Station to the present location in 1990.) Paul Revere was awarded CPCN 98-RB-106 for this route.

In November 2001, Paul Revere took over contract operation of the Medical Academic and Scientific Community Organization (MASCO) fixed-route buses and shuttle vans serving the Longwood Medical Area (LMA). These currently include Route M2 between Harvard Square and the LMA and a route from the JFK/UMass and Ruggles MBTA stations to the LMA. A shuttle van is operated between the Landmark Center and other offices in the Fenway area and the LMA. Another shuttle operated by Paul Revere runs between the Landmark Center and South Station.

MASCO was originally organized in 1972 as the Medical Area Service Corporation. A MASCO subsidiary called MetroBus was operating five routes in Cambridge and Boston by 1989.

In September 2008 Paul Revere took over contract operation of the EZ-Ride Shuttle which runs between North Station and the Kendall Square and MIT campus areas of Cambridge. This service was originally started in January 2002. It has always been funded by the City of Cambridge and managed by the Charles River Transportation Management Association. M & L Transit Systems, discussed elsewhere, was the original contractor. The cities of Cambridge and Boston issued licenses specifying the streets over which EZ-Ride was to operate, but CPCNs from the DPU were apparently not required. This service was subsequently combined with the MIT campus shuttle.

A.7 COMPANIES OPERATING LIMITED-PURPOSE ROUTES ONLY

A.7.1 Barrett's Tours

This company operates narrated sightseeing buses on Nantucket Island from April to November. There is no potential for this to overlap with intercity bus service, so CTPS did not review the DPU files for Barrett's. According to a Nantucket tourism website in 2011, Barrett's Tours had been a family-owned business for 75 years. The 1970 DPU directory of bus companies under its jurisdiction includes Chester S. Barrett, Jr., d/b/a Barrett's Tours, and shows that the company had a charter license and a fixed-route license limited to island sightseeing.

A.7.2 Brush Hill Transportation Company

Company Origin and History before 1970

The Brush Hill Transportation Company was organized in 1920. When state regulation of bus companies began in 1925, Brush Hill was operating a local route in Milton and the northern edge of Canton, for which the DPU granted it CPCN 60. Most of the CPCNs issued to Brush Hill over the next several decades were for variations of or extensions to the original route. CPCN 1052, issued in July 1936, extended operating rights south to Washington Street at Turnpike Street in Canton. CPCN 1055 issued in September 1936 brought the north end of the routes into the Mattapan trolley terminal. In February 1938, CPCN 1152 extended Brush Hill's rights south to Stoughton Center.

By 1939, Brush Hill Transportation was under the same ownership as Warwick Coach Lines of Malden. When that company went out of business in 1953, Brush Hill was sold to three individuals who resold it to George Anzuoni in 1954. Brush Hill has remained in the Anzuoni family since then.

In April 1963, Brush Hill was granted CPCN 3325 for a route between Canton and the Route 128 commuter rail station. This was to be valid only for the duration of a demonstration project contract with the Mass Transportation Commission.

Changes in Brush Hill Routes after 1970

In August 1973, Brush Hill began the first bus operation outside its traditional operating territory, when the DPU issued it a temporary license for a route between Boston and Milford to replace service by a company that was going out of business. This route had changed hands and configurations several times since it was first established in the 1920s. In December 1973, CPCN 3605 was issued to the Plymouth & Brockton Street Railway Company, also owned by the Anzuoni family, for the Milford-Boston Route. It mostly followed state Route 109 between Milford and Westwood. From there to Boston the CPCN included optional routings via Route 128 either north to the Massachusetts Turnpike or south to the Southeast Expressway. Also included was an express routing from Milford via I-495 and the Massachusetts Turnpike. Although Plymouth & Brockton held the CPCN, Brush Hill continued to be the actual operator of the route. The DPU files for Brush Hill indicate that the reason for this arrangement was that Plymouth & Brockton already had operating rights in downtown Boston but Brush Hill did not.

In April 1977, the DPU amended CPCN 3605 to provide an extension from Milford through Hopedale and Mendon to Bellingham. This extension was discontinued in December 1978.

In November 1977, the MBTA issued Certificate 51 to Plymouth & Brockton for a route in traditional Brush Hill territory. This route started at a park-and-ride lot on Route 138 in Canton north of I-93. From there it proceeded north and east through Milton to the Southeast Expressway at East Milton Square, and on to downtown Boston. In October 1984, the MBTA transferred Certificate 51 from P&B to Brush Hill, which may have been the actual operator before that. This route was subsidized by the MBTA in 1988 and 1989. Brush Hill discontinued it when the subsidy ended. After that, it was run by another carrier until 1990, but has not been run since then.

In April 1980, Brush Hill reduced service on the Stoughton-Mattapan route, which it had been operating since 1938, to one weekday round-trip. This was discontinued in 1986. In June 1980, Brush Hill discontinued service on its route between the west side of Milton and Mattapan that it had assembled mostly from CPCNs issued in the 1920s and 1930s. The MBTA then operated a replacement for that route until April 1981.

In February 1984, the DPU approved the transfer of CPCN 3605 for the Milford-Boston route, with some amendments, from Plymouth & Brockton to Brush Hill. However, the route was still included in P & B system schedules until September 1987, when it began to receive state/MBTA funding and service was cut down to two round-trips a day. It was cut back to one round-trip in August 1999, and discontinued in July 2003 when the subsidies ended. Since then no other carrier has served this corridor.

In July 1984, Brush Hill was granted a temporary license for a route between the UMass Boston Harbor campus, the Red Line Columbia (now JFK/UMass) Station, and the UMass downtown Boston campus at Park Square. A permanent certificate was granted to Brush Hill for this route in November 1984. The route was restricted to carrying UMass students and personnel and was run under a contract with the university. The MBTA had operated this route with a minibus from January 1974, when the Harbor campus opened, until June 1975, after which it was run by private contractors. The DPU records do not show how long Brush Hill had the contract, but the route was last operated in 1992, when the UMass downtown campus closed.

The end of the Milford route was also the end of Brush Hill's operation of general-purpose fixed-route bus service. However, since 1981, the company has operated sightseeing tours of Boston and other points of interest in eastern Massachusetts. It has been the local affiliate of the Gray Line worldwide network of local sightseeing companies since 1993. In conjunction with the sightseeing service, the DPU has granted Brush Hill some CPCNs restricted to carrying passengers between hotels and the starting point of the sightseeing trips at the State Transportation Building in Boston.

In December 1985 Brush Hill was granted a temporary license to operate a route between Logan Airport and Copley Square. A permanent certificate for this route was issued to Brush Hill in November 1986. Brush Hill was one of several private carriers that have operated such a route over the years. By 1990 Brush Hill was no longer operating it.

A.7.3 Salem Trolley

This company's website says that it was established in 1982, and is locally owned and operated. The DPU reported to CTPS that Salem Trolley holds some CPCNs, but the file was not available on the days that CTPS was reviewing other DPU files. The Salem Trolley website shows its operations as including one-hour narrated tours of Salem from April to October with a reduced off-season schedule. The company also operates a shuttle service among 13 points of interest in Salem, including the terminal of the ferry that runs to Boston in spring, summer and fall. There would be no conflict between the authority provided in CPCNs for these operations and those for potential intercity bus service.

A.7.4 Back Bay Coach

This company first obtained a charter service license from the DPU on February 9, 1995. On the same date, the company was issued CPCN No. 3841 for fixed-route service between Logan Airport and several hotels in the Back Bay section of Boston. Over the next few years, amendments to this CPCN expanded the territory in which the company was authorized to provide fixed-route services. The largest expansion occurred in May 2003, when CPCN 3841 was amended to include rights in about 50 cities and towns, to replace Logan Airport service formerly provided by a company called Transnet/Shuttle King that had gone out of business. That company had taken over service formerly operated by U.S. Shuttle, which shut down as a result of reduced demand after September 11, 2001. Some of the rights included in CPCN 3841 were only for closed-door service or for operation on limited-access highways that passed through the cities or towns listed.

Back Bay Coach also used CPCN 3841 to implement a daily shopper's bus from points in Boston and Cambridge to the Wrentham Village Premium Outlets in the town of Wrentham. On July 17, 2003, the DTE issued CPCN RB-261 to Back Bay Coach for service between points in downtown Boston and Constitution Wharf in Charlestown, probably for sightseeing.

On May 26, 2005, CPCN 3841 and RB-261 were both transferred from Back Bay Coach to a new company, Newton Airport Express, doing business as Boston Common Coach. As of October 2011, the Boston Common Coach website indicated that the only fixed-route service being operated by that

company was daily trips to the Wrentham Village Outlets from several points (mostly hotels) in downtown Boston and Cambridge. The Back Bay Coach website also listed that route even though that company no longer operated it directly. Otherwise Back Bay Coach advertised demand-responsive service to Logan Airport from cities and towns within Route 128.

A.7.5 Flight Line

This company is in the business of providing van service to and from Logan Airport. In January 1996, the DPU awarded Flight Line CPCN 95-RB-28 for service from a hotel in Andover to Logan. Flight Line had previously been operating such service under ICC authority as part of a route between New Hampshire points and Boston. The DPU certificate was sought after other carriers providing intrastate service to Logan had questioned the legality of Flight Line's Andover service. DPU files do not indicate that Flight Line was ever issued any other CPCNs. As of October 2011, Flight Line's service was provided mainly on a demand-responsive basis. This included service to South Station or the Black Falcon cruise ship terminal in addition to Logan. Also advertised were scheduled departures from Logan every 30 minutes to park-and-ride lots in Andover and Methuen, but inbound service was by reservation only and overnight parking was not allowed.

A.8 COMPANIES HOLDING CPCNs BUT NOT OPERATING FIXED ROUTES IN 2011

DPU records indicate that each of the following companies holds at least one CPCN for fixed-route bus service. However, as far as could be determined by CTPS, none of these companies was providing service under these CPCNs as of November 2011. As in other sections of this memorandum, the companies are listed in alphabetical order.

A.8.1 Cavalier Coach Trailways

Cavalier Coach began as an operator of interstate charter bus service under a license issued to it by the Interstate Commerce Commission in August 1987. Cavalier was granted an intrastate charter license by the DPU in October 1988.

Cavalier Coach entered the fixed-route bus business in August 1992, when it replaced Big W Trans, Inc. on a one-round-trip-a-day commuter service between Northborough and Boston via Marlborough, Sudbury, Wayland, and Weston. This route followed U.S. Route 20, state Route 128, and the Massachusetts Turnpike. The service was being partly funded by the state through the MBTA at the time. The route was covered by CPCN 3784, which had first been issued by the DPU in 1983, and had changed hands twice

before being transferred to Cavalier. The segment outside state Route 128 dated from the 1920s, with the connection into Boston originally having been via Route 20. (Among the other carriers to have operated this route was Ritchie Bus Lines, discussed elsewhere in this section.)

During 1994 Cavalier operated a route between Salem, New Hampshire and Boston under temporary rights after the previous carrier serving the route went out of business.

From 1998 to 2001, Cavalier also operated a reverse-commuting route between downtown Boston and several high-technology companies and hotels in Marlborough. That route used the Massachusetts Turnpike and I-495. Cavalier operated it initially under temporary rights. CPCN 3784 was amended to include it in February 1999.

Cavalier became a member of the Trailways Transportation System in 2006. In September 2006 the DTE granted a 120-day temporary license to Cavalier for a route between Marlborough and Boston via Southborough and the Massachusetts Turnpike. Permanent rights were later granted through another amendment to CPCN 3784. This route had been discontinued in June 2006 by Gulbankian Bus Lines, which had been operating it in various forms since 1981. Cavalier initially received a state/MBTA subsidy for this route. Subsidies for both routes ended in 2008 as part of a general elimination of the program through which the funding had been provided.

In February 2011, Cavalier discontinued service between Northborough and Marlborough and combined the remaining service into a long loop line that ran outbound to Marlborough via the MassPike and Southborough and returned inbound via Route 20. This route was discontinued on October 21, 2011 due to low ridership, leaving Cavalier as a charter and tour bus operator. The DPU files indicate that the routes discussed above were the only ones for which Cavalier ever had fixed-route rights.

A.8.2 King Ward Coach Lines

The official name of this company is Terrien Transportation, Inc., d/b/a King Ward Coach Lines. Terrien Transportation was started in 1983 as a provider of school transportation for special-needs children. In December 1987, the company was sold to Robert King and was incorporated. In December 1988, the DPU approved the transfer to Terrien of the charter license and CPCNs of the Holyoke Street Railway Company covering fixed routes in 13 cities and towns in the Holyoke area. Russ Ward, a former manager for the Holyoke Street Railway Company, went to work for Terrien Transportation, which adopted the King Ward name at that time.

The Holyoke Street Railway Company was one of the last bus companies in the state to have started out as a streetcar operator. The transferred CPCNs had been issued by the DPU between 1930 and 1971. The Holyoke Street Railway Company was a contract operator for the Pioneer Valley Regional Transit Authority (PVTA) for 10 years starting in 1978, but was being dissolved after losing the contract when it was rebid. The immediate benefit to King Ward of purchasing the Holyoke Street Railway Company's DPU rights was to obtain the charter license. DPU files indicate that King Ward was also considering bidding on a PVTA contract in the future, but it never won such a contract. In July 1997, King Ward bought out another bus company, U.S Express. King Ward's website shows that in October 2011 the company was strictly a charter and tour bus operator.

A.8.3 Knight's Airport Limousine Service

About 1985, Knight's Limousine Service began providing on-call service between Logan Airport and several communities west of Boston, mostly in or near the corridor from Framingham to Worcester. In March 1994, the DPU granted a charter license to Knight's. A 2004 inventory by CTPS of Logan ground transportation services showed Knight's operating door-to-door service between Logan and 63 communities in central Massachusetts.

In August 1995, the DPU awarded CPCN 95 RB-22 to Knight's for fixed-route service between Worcester and Logan Airport. This route followed state Route 9 from Worcester to Framingham, continuing to Boston on the Massachusetts Turnpike. Stops were mostly at selected hotels, and there was a side-diversion to a hotel in Westborough. Plans for an additional diversion to a hotel in Marlborough were dropped because of opposition by another company already serving that location.

Knight's was the latest in a series of carriers that had operated fixed-route service between the Worcester-Framingham corridor and Logan starting in 1972. It is unclear how long Knight's operated scheduled service on this route. In October 2011, the Knight's website advertised door-to-door service "throughout Central Massachusetts" to Logan and to T. F. Green Airport in Rhode Island. The company also operated van and minibus charter services. However, no fixed-route services were provided.

A.8.4 Local Motion, Inc.

This company was formed in June 1993. Originally its main business was transporting children between schools, after-school activities, and homes, as a supplement to school bus services provided by others. This was essentially a shared-ride van service, run under contracts with families.

In November 1995, the DPU issued charter license 95 RB-21 to Local Motion. Since then the company has expanded into school and tour bus service, with a fleet ranging from vans to over-the-road motor coaches. This company was among those that were reported to CTPS by the DPU to be holding CPCNs. However, the files examined by CTPS did not include any records of CPCNs being issued to Local Motion.

A.8.5 People Care-iers, Inc.

People Care-iers, Inc. was originally organized in July 1989 in order to provide wheelchair accessible van service between the UMass Boston Harbor campus, the JFK/UMass Red Line station, and the old UMass Boston downtown campus near Park Square. This service was run under contract with the university and was a supplement to conventional bus service provided on the same route by another carrier. The DPU granted CPCN 3826 to People Care-iers for this service in July 1990 after determining that one was required. People Care-iers was also awarded a charter service license by the DPU in January 1991.

People Care-iers operated two fixed routes for the MBTA under contract for a short time in the 1990s. Both of these were long-established routes that had been operated by private bus companies during most of their existence. Route 714 between Hull and Hingham was run by People Care-iers between 1992 and 1995. Route 716 between Canton and Mattapan was operated by People Care-iers between 1994 and 1998. This company does not appear to have ever operated unsubsidized fixed-route bus service. In October 2011, this company had no website.

Some additional information related to the company appeared in an obituary of Robert E. White of Newton, Mass. in the *Boston Globe* in February 2010. This account says that Mr. White went into the bus business in the 1970s, and in 1973 was awarded the largest share of the busing contract for the desegregation of the Boston public schools. It also says, “He was a principal of a Boston based charter bus company, People Care-iers, Inc. at the time of his death.”

Independent websites indicate that in 2011 People Care-iers was in the business of providing special-needs transportation, and was run by Robert White’s widow, Shirley White, from her home in Auburndale. This had been the business address of the company since at least 1991.

A.8.6 Reliable Bus Lines, Inc.

This company was originally a school bus operator based in New Bedford. In September 1981, the DPU issued CPCN 3753 to Reliable for a fixed route between New Bedford and Wareham. The main purpose of the route was to

transport employees of Commonwealth Electric to offices that had been relocated to Wareham. The certificate originally allowed only transportation of passengers going to or from the Wareham Industrial Park.

In June 1982, Bonanza Bus Lines discontinued making local stops between New Bedford and Wareham on a long-established route between Providence, Rhode Island and Cape Cod. Reliable Bus Lines applied to the DPU for a 120-day certificate for replacement service for this route. This was denied on the grounds that there was insufficient need. A route of the Southeastern Regional Transit Authority (SRTA) partly overlapped the Bonanza route. Reliable was, however, permitted to add one stop at an industrial plant in Marion. In November 1982, the DPU further amended CPCN 3753 to allow passengers to be picked up or discharged anywhere along the route provided that they were not traveling entirely within the SRTA district. Reliable was also prohibited from combining the route authorized by CPCN 3753 with any other route for which it might obtain operating rights either directly or in cooperation with another operator.

In April 1983, Reliable notified the DPU that effective May 2, service on the New Bedford-Wareham route would be reduced from five days a week to Mondays and Fridays only. On October 22, 1984, Reliable suspended service on the route permanently due to continuing unprofitability.

DPU records do not show any other fixed-route CPCNs ever having been issued to Reliable Bus Lines. In December 1987, the DPU issued charter license 87-152 to the company. In October 2011, Reliable Bus Lines was still operating school bus service from a garage in New Bedford, but did not have a website showing whether the company operated any other services. SRTA was still providing bus service on the segments of its network that would have been overlapped by the Reliable New Bedford-Wareham route. These are Fairhaven to Mattapoisett and Fairhaven to New Bedford.

A.8.7 Ritchie Bus Lines, Inc.

Early History

In 1959, Robert J. Ritchie of Northborough began operating a school bus business under the name of Ritchie Bus Lines. In 1971, the DPU issued a charter license to Ritchie. In March 1973, the city of Marlborough and the town of Southborough awarded their school bus contracts to Ritchie. Their former school bus contractor, Hughes Bros. Bus Company, went out of business because of losing the contracts. Since 1963, Hughes Bros. had operated a fixed-route bus for the general public between Shoppers World in Framingham and Hudson via Marlborough and Southborough. This had been a replacement for a bus route discontinued at that time by the Boston-Worcester Corp. That

route had replaced a trolley line in 1925. Ritchie began operating the Framingham-Hudson route at the end of March 1973, for which the DPU issued new CPCN 3588.

Post Road Route Acquisition and Operation

In September 1973, the Gray Line, Inc. discontinued service on a route from Worcester to Boston via the Boston Post Road (U.S. Route 20). The DPU transferred CPCN 674 covering this route from Gray Line to Ritchie. This CPCN had originally been issued in 1932 to the Boston, Worcester, & New York Street Railway Company. (A corporate predecessor had started the route new in 1924 before the beginning of state regulation of bus routes, and the DPU had issued the first CPCN for it in 1926.)

Since 1966, a few trips on the Post Road Line had been run between Weston and Boston via U.S. Route 20 and the Massachusetts Turnpike. The Boston-Worcester Corporation (B & W Lines) had been issued CPCN 3427 for the segment between Weston and the Massachusetts Turnpike in August 1966. The segment on the Massachusetts Turnpike was covered by CPCN 3393, which B & W had been issued in April 1965 for service between Framingham and Boston. Ritchie diverted increasing numbers of trips to the MassPike routing, but does not appear to have obtained a permanent CPCN for the segments of this route between Weston and Boston.

At the same time that Ritchie took over the Post Road route, the company name was changed from Robert J. Ritchie, Inc. to Ritchie Bus Lines, Inc. Within a few months, Ritchie replaced weekday through service between Worcester and Boston with separate routes between Northborough and Boston and between Worcester and Northborough. By September 1974, Ritchie was operating the Framingham-Hudson route on Saturdays only. By October 1975, Ritchie had discontinued weekday service between Worcester and Northborough, but was still running through service between Worcester and Boston on Saturdays. By 1980, Ritchie was running the segment between Northborough and Worcester with a single round-trip on Monday mornings only.

End of Fixed-Route Operation by Ritchie

On March 7, 1980 the DPU issued a temporary license to Ritchie for the routing between Weston and Boston via Route 128 and the Massachusetts Turnpike, suggesting that through some oversight the company had been operating it without proper authority for several years. On April 28, 1980, the DPU transferred both this license and CPCN 674 from Ritchie to Gray Line Post Road Commuter Corp., a new subsidiary of Gray Line. This route

changed carriers many times after that and was most recently discontinued by Cavalier Coach in October 2011.

On March 26, 1980, the DPU had issued CPCN 3722 to Ritchie for a route between Worcester and Northborough via Route I-290, but it was restricted to carrying passengers between Worcester and the Northborough plant of the Parker Manufacturing Company.

On April 17, 1984, the DPU transferred CPCN 3588 for the Hudson-Framingham route from Ritchie to Michael Gulbankian, doing business as Gulbankian Bus Lines. Gulbankian subsequently used this certificate in combination with one he had been issued in 1981 for service between Southborough and Boston to start a new route between Hudson and Boston. The Framingham LIFT bus system restored local service between Marlborough and Framingham Center via Southborough in February 2000, mostly following the same streets as the former Ritchie route. This is now Metrowest Regional Transit Authority Route 7.

In October 2011, Ritchie Bus Lines was still in business as a charter bus operator. The DPU files indicate that in addition to restricted CPCN 3722, Ritchie still holds CPCN 572 for operation on Grafton Street in Shrewsbury. This certificate was transferred from Gray Line to Ritchie in 1973 along with CPCN 674, but it was never used by Ritchie and is of no use by itself.

A.8.8 Sansone Motors, Inc.

Early History

In November 1939, when the DPU began regulating charter bus service, one of the first licenses it issued was to Norwood Taxi. DPU records do not show how long that company had been providing bus service. In 1942, this charter license was replaced by a new one issued to Anthony Sansone, d/b/a Norwood Motor Tours. During World War II, this company operated some fixed-route bus service in the Norwood area under temporary War Emergency certificates issued by the DPU.

In July 1946, the DPU issued CPCN 1629 to Sansone for a seasonal route from Norwood Center to Willet Pond in Walpole. In April 1948 the DPU revoked this CPCN and the charter license issued to Sansone in 1942, but issued a new charter license and CPCN 1863 covering the same route to Sansone Motors, Inc. This company was under the same ownership as the previous one, but until 1949 state laws on bus regulation did not allow for direct transfers of charter licenses or CPCNs between companies.

CPCN Acquisition, 1948 to 1963

In December 1948, CPCN 1920 was issued to Sansone for a route from the Norwood/ Westwood town line to the Norwood Arena, a stock car race track that operated from 1948 to 1972. In October 1954, the DPU issued a temporary license to Sansone for a route between Westwood and Norwood that was being discontinued by Dedham-Needham Transit Lines. This route had been operated by various companies since 1926. Sansone was granted CPCN 3084 for it in November 1954. A small variation to this route was added by CPCN 3104 in July 1955.

In January 1955, Sansone was issued CPCN 3088 for a route from the New Haven Railroad's Route 128 Station in Westwood to the Factory Mutual Insurance Company property in Norwood. This was an early example of feeder bus service between a suburban employment location and a commuter rail station.

In October 1963, Sansone was issued CPCN 3347 covering several streets west and east of the center of Norwood. Most of these had previously been covered by certificates held by Canton & Blue Hill Bus Line. CPCN 3347 may have been intended mostly to provide school bus service, but Sansone filed a fare tariff for it showing separate fares for children and for adults. It is unclear how long Sansone operated it. Sansone apparently did not operate regular service on any of the routes covered by CPCNs discussed above after the early 1960s, but DPU records indicate that the CPCNs have never been revoked. Since then, all CPCNs issued to Sansone by the DPU have been for special-purpose routes.

Changes since 1963

In October 1974 the DPU issued CPCN 3637 to Sansone for two routes in Norwood going to a Star Market on Nahatan Street. This route was restricted to carrying senior citizens residing in Norwood, and was to be valid only for the duration of a contract between the Star Market and Sansone. Sansone had previously operated one of the routes under a 60-day temporary license during the summer of 1974. This was part of a program under which Star had similar contracts with other bus companies to serve other Star Market locations. These routes were typically served with one round-trip one day a week.

In December 1979, the DPU issued a temporary license to Sansone for a route between Cambridge, Boston, and Norwood to be operated under agreement with Teledyne Acoustic Research. CPCN 3720 was issued to Sansone for this route in March 1980, but Teledyne was merged into another company (now also defunct) in 1985.

In August 1980, the DPU issued CPCN 3730 to Sansone in place of temporary rights for a route between Wellesley College and MIT. This route was to be operated under a contract with MIT, in conjunction with a student exchange program between the two colleges. By 1984, the route had been taken over by another carrier. The exchange program is still offered, but for many years the bus route has been operated by Peter Pan Bus Lines.

In October 2011 Sansone Motors did not have a website, but was reported by other sites to be in the bus charter and rental business.

A.8.9 Transit Bus Line, Inc.

Early Company History

In September 1942, the DPU issued a War Emergency certificate for a route between Walpole Center and the Canton Junction railroad station to Michael J. Connolly, d/b/a Michael J. Connolly Bus Line. This seems to be the earliest record of DPU regulation of this company. In April 1943, Connolly was granted a second War Emergency certificate, for a route between Walpole Center, Norfolk, and Franklin.

In September 1945, after the end of the war, the DPU granted a charter service license to Connolly. In March 1946, Connolly was granted a permanent CPCN for the Walpole-Franklin route, and in June he was granted a CPCN for an extension of that route to Norwood. In October 1947 Connolly was granted CPCN 1817 for a new route from Norwood to Cobbs Corner (on the border of Canton and Sharon), and in December 1947 he was granted CPCN 1839 for the former wartime route from Walpole to Canton Junction.

In May 1948, Connolly sold the Norwood-Franklin route to a new company, Transit Bus Line, and the DPU issued CPCN 1871 to the new company for that route. (Until 1949, state laws on bus regulation did not allow for direct transfers of CPCNs between companies.) In October 1948, Connolly was granted CPCN 1914 providing a connection to the Norwood Arena from his other routes.

In September 1950, Connolly sought permission from the DPU to purchase Transit Bus Line and to sell CPCNs 1817, 1839, and 1914 to Sansone Motors, Inc. of Norwood. The DPU approved his purchase of Transit Bus Line, contingent upon transfer of the three CPCNs to that company rather than to Sansone. These transactions were completed in June 1951, along with a transfer of Connolly's charter license to Transit.

System Expansion, 1952 to 1959

In March 1952 the DPU issued a 60-day license to Transit Bus Line for a route between Mansfield and Framingham that was being discontinued by another

company. This route had been in operation since 1933 as a replacement for discontinued railroad passenger service. It intersected other Transit Bus Line routes in Walpole. CPCN 2081 was issued to Transit Bus for this route in May 1952. Some of the rights originally included in this certificate were transferred to Joseph F. Unda, d/b/a Unda's Bus Service, in 1954.

In September 1952, the DPU issued CPCN 2091 to Transit Bus Line for an extension of the Walpole-Franklin route from Walpole to the Forest Hills rapid transit terminal in Boston. Originally a restriction in the certificate allowed passengers on the extension to be picked up or dropped off only at Forest Hills. An amendment in May 1953 also allowed passengers to be carried between points south of Spring Street in Walpole and points in Westwood or Dedham. A further amendment in February 1956 allowed passengers to be transported between Forest Hills Station and the Factory Mutual Insurance Company in Norwood.

In April 1957, Transit Bus Line acquired five CPCNs from Pierce Bus Lines, which was winding down its operations in that area. CPCN 166, originally issued to Pierce in 1926, included routes from Walpole to Norwood, Walpole to South Walpole, and Walpole to East Walpole. These routes had been started in the early 1920s as replacements for abandoned trolley lines. CPCN 566, originally issued to Pierce in 1930, was for a route between Walpole and Norfolk. CPCN 968, dating from 1935, was for a route between East Walpole and the Norwood town line. CPCN 1785, originally issued in 1947, covered a route from Walpole to the Sharon town line. CPCN 2097, issued in 1952, added more street coverage in Walpole.

In June 1958, the DPU issued a temporary license to Transit Bus Line for a network of routes in Dedham and West Roxbury that was being discontinued by Dedham-Needham Transit. These routes had been started at various times between the 1920s and the 1940s, and the oldest ones had replaced abandoned trolley lines. CPCN 3190 was issued to Transit for these routes on July 31, 1958. An April 1959 amendment to this CPCN added a closed-door extension to Cleary Square in Hyde Park. CPCN 3207, issued in May 1959, added a small amount of additional coverage in Dedham.

Changes after 1960

The final addition to the Transit Bus Line system was an extension from the Dedham town line to Readville, under CPCN 3436, issued in May 1967. Later that year after losing the Dedham school bus contract, Transit Bus Line discontinued all of the former Dedham-Needham Transit routes and the extensions to these it was still operating. The MBTA arranged for the Middlesex & Boston Street Railway Company to take over those routes starting in November 1967. Since then, what remains of that network has been

operated by several different carriers. Since 1974, operation has been through contracts with the town of Dedham.

In 1969, the DPU approved the sale of all of the stock of Transit Bus Line, Inc. to Michael J. Connolly & Sons, Inc. By 1971, the only remaining general-purpose fixed- route bus service operated by Transit Bus Line was a route from Walpole to Norwood. This was discontinued in 1986. A special-purpose route from Forest Hills for visitors to the state prison in Norfolk had been discontinued in 1974.

Neither Transit Bus Line nor Michael J. Connolly, Inc. has a website. Information from other Internet sources shows that they are still doing charter and school bus work.

A.8.10 Trombly Motor Coach Service, Inc.

Early History

Some advertising for this company shows a founding date of 1911. However, a company history prepared by one of its managers in 1977 clarifies that that date refers to the beginning of a delivery truck business owned by a member of the Trombly family. Trombly bus operations began in 1952, with school and charter service in North Andover.

In 1956, Francis J. Trombly d/b/a Trombly Motor Coach Service, acquired the ICC rights for bus service between Manchester, New Hampshire and Lawrence, previously operated for many years by the Boston & Maine Railroad's subsidiary Boston & Maine Transportation Company. This service was scheduled to connect at Lawrence with B&M trains to and from Boston. The ICC rights did not allow transportation of passengers entirely within Massachusetts. However, in 1959 Trombly was issued DPU CPCN 3150 to transport intrastate passengers between the northern part of Methuen and Lawrence Station.

In January 1965, the B&M discontinued all but one round-trip train a day between Lawrence and Boston, taking away much of the reason for the Manchester bus. Trombly dropped it except for a Monday-only franchise run at about that time.

Acquisition of Lawrence-Boston Route

In March 1968, the MBTA purchased all of the assets of the Eastern Massachusetts Street Railway Company, which operated bus routes both inside and outside the MBTA district. This acquisition was made to settle challenges by the Eastern Mass. to the MBTA's plans for rapid transit and commuter rail service expansion that were expected to divert large numbers of riders from the Eastern Mass. system. The MBTA temporarily continued

operation of all of the former Eastern Mass. routes, but required that services outside of the MBTA district be funded by other entities if they were to be maintained beyond the end of 1968. This predated the formation of regional transit authorities outside the MBTA district, so individual cities and towns had to make arrangements for maintaining their bus service. Some chose to contract with the MBTA to continue service, but the City of Lawrence solicited proposals from private carriers. Trombly was selected to operate a network of local routes in Lawrence, Andover, and North Andover, and an express route between Lawrence and Boston via I-93. The latter route had been started by the Eastern Mass. as part of a federally funded demonstration project in 1963, but continued after the end of the project. Trombly began operating these routes, initially under temporary licenses, on December 28, 1968.

Because of opposition from MBTA unions, Trombly was at first unable to get approval from the City of Boston for permanent rights to operate into Park Square. The express route terminated at the Sullivan Square rapid transit station until October 1969, when the dispute was resolved through an act of the legislature. The DPU issued CPCN 3470 to Trombly covering that route and the local routes. By 1971, Trombly had extended some trips on the Boston-Lawrence route to North Andover, using some of the rights the company had initially obtained for local service between Lawrence and North Andover.

When Trombly first began operating service into Boston in 1969, I-93 ended at Mystic Avenue in Somerville, and buses continued from there via the McGrath and O'Brien Highways. Although I-93 was extended into Boston in 1973, Trombly did not get a certificate amendment allowing use of it until February 1978.

Trombly Acquisition of Other Former Eastern Massachusetts Street Railway Routes

Trombly also took over a former Eastern Mass. route between Lawrence and Lowell in 1968, but problems in obtaining permanent rights resulted in suspension of service on that route from February 1969 until 1974. Meanwhile, in March 1972, the CPCNs previously issued to Francis J. Trombly were transferred to a new company, Trombly Motor Coach Service, Inc. The DPU issued CPCN 3612 to this company for the Lowell-Lawrence route, with several variations, in March 1974.

In September 1975, the DPU issued CPCN 3650 to Trombly Motor Coach for several routes in Methuen and between that town and Lawrence. These were former Eastern Mass. routes that Hudson Bus Lines had taken over in 1968. In 1976, Trombly through-routed some trips on the Boston-Lawrence route to Manchester using the rights obtained in the 1950s.

Commuter rail service to North Andover ended in 1974, and service to Lawrence in 1976. Service was restored to Lawrence in 1979, with frequency gradually increasing and providing more competition with bus service to Boston.

The Merrimack Valley Regional Transit Authority (MVRTA) was formed in 1977, and assumed responsibility for providing local bus service in Lawrence and surrounding towns. Trombly Motor Coach was the contract operator for MVRTA for a few years after that. In 1981, Trombly cut back the Manchester-Boston service to Salem-Boston, and only one round-trip a day. The Friday evening trip continued running through to Manchester, and then returned to Lawrence.

The City of Lowell contracted with the MBTA to continue former Eastern Mass. routes serving that city after December 1968. The Lowell Regional Transit Authority (LRTA) was formed in 1975, and chose to shift this service to a private carrier. Trombly won the contract through a new subsidiary, LoLaw Transit Management, Inc. and took over the routes in June 1976. Trombly also started a new express bus route between Lowell and Boston in place of an MBTA route that was being cut back to within the MBTA district. Trombly was allowed to pick up and drop off passengers only on segments of the route outside the MBTA district, and in downtown Boston.

Trombly did not initially obtain new rights for the Lowell-Boston route, but instead used a combination of rights covered in the Lowell-Lawrence and Lawrence-Boston routes to get from Lowell to I-93 and on into Boston. Trombly was also issued a 60-day temporary license for an alternate routing to I-93 via I-495, U.S. Route 30, and Route 128. The purpose of this routing was to serve the Middlesex County House of Correction in Billerica. This authority was allowed to expire at the end of the 60 days, but in June 1977 Trombly was granted CPCN 3685 to cover it. In May 1977 Trombly had been granted a 120-day temporary license for service from Chelmsford to Boston. That was made permanent by CPCN 3693 in October 1977.

In January 1980, the MBTA implemented an experimental extension of commuter rail service on its Lowell Line to Concord, New Hampshire via Nashua. In an effort to recapture riders diverted to this extension from Lowell-Boston buses, Trombly extended a few trips on that route through to Nashua. The commuter rail extension ended in February 1981, but the bus ridership never returned to pre-1980 levels. By January 1983, Trombly's entire Boston-Lowell-Nashua service had been cut back to one Friday evening trip, which was gone from printed schedules by that summer. MBTA commuter rail service was by then attracting most of the transit trips between the Lowell area and Boston. Trombly's Lowell-Lawrence route was also dropped. These routes

had not been covered in the LRTA contract, which went to another private carrier at about that time.

Trombly Trailways (1980 to 1983)

In April 1980, Trombly Motor Coach organized a subsidiary, Trombly Trailways, to take over two routes from Trailways of New England. One of these ran from Haverhill to Worcester via Lawrence, Lowell, Ayer, and Fitchburg. The other route diverged from this one at Fitchburg and continued west and south through Gardner, Orange, New Salem, Pelham, Amherst, Northampton, and Holyoke to Springfield. Both routes had been run in various forms since the early days of intercity bus service, as discussed in greater detail under Peter Pan Bus Lines. The oldest CPCN covering portions of them had been originally issued by the DPU in 1927. Trombly extended one of the Worcester-Haverhill round-trips to Hampton, New Hampshire, using Trailways rights that had been inactive for several years. The east end of the Springfield route was changed from Haverhill to Nashua, New Hampshire.

The Trailways routes were unprofitable for Trombly. In March 1981, Trombly announced plans to reduce service to one round-trip a week between Haverhill and Springfield and one round-trip a day between Haverhill and Worcester. Starting in March 1981, Holiday Charter Service of Clinton began operating one round-trip a day between Fitchburg and Worcester for commuters, by arrangement with Trombly. Operation of the Springfield route was suspended entirely in May 1981. Printed schedules indicated it would resume when fall classes started at colleges in the Pioneer Valley, but it never did. In early 1983 Trailways, Inc. took over the Worcester-Haverhill route, ending Trombly's involvement in the Trailways system.

Changes since 1985

In 1985, Trombly left fixed-route bus service entirely for a few years, having found it unprofitable. Merrimack Transportation, a subsidiary of the Gray Line, then took over the route between Boston, Lawrence, and North Andover, but the Lawrence-Salem service was dropped. In 1987, the state began subsidizing the remaining service, but in 1988 Gray Line announced plans to discontinue it anyway. When the state solicited bids for a new operator, the contract went to Trombly Commuter Lines, Inc., a newly formed subsidiary of Trombly Motor Coach, in February 1989.

In 1993, when the amount of the operating subsidy was reduced, Trombly discontinued the Lawrence-North Andover segment. However, from 1994 to 1997 Trombly ran one round-trip a day through to Salem, New Hampshire again. In 1997, Trombly cut the Salem trips back to a park-and-ride lot in Methuen, but also extended all of the other Lawrence trips to that location. At

the same time, Trombly started running a nonstop express round-trip between the Methuen park-and-ride lot and Boston.

In January 2003, Trombly discontinued all of the Methuen-Boston trips except the express trip. The MVRTA then began running two round-trips a day between Boston and Lawrence, and extended them to the Methuen park-and-ride lot in July. Trombly ran the Methuen express trip without a subsidy until August 2005, but discontinued it then when the company ownership within the Trombly family changed.

In October 2011, the Trombly Motor Coach Service website described the company as a contract operator of school bus service in Andover, Lawrence, and Methuen. The company also offered charter service using school buses.

A.8.11 Vocell Bus Company, Inc.

In June 1940, when the DPU was still granting charter licenses to companies that had been in that business prior to the 1939 law that instituted licensing, one of the license recipients was Ernest T. Vocell, d/b/a Vocell Bus Company. DPU records do not show how much earlier that company had been in business, but advertising of a successor said the company was established in 1916. Vocell's charter license was suspended at his request in 1943 for the duration of World War II.

In May 1948, Vocell formed a partnership with his sons Ernest T. Vocell Jr. and Joseph T. Vocell, again doing business as Vocell Bus Company. Until 1949 state law did not allow transfers of charter licenses, so a new one was issued to the new Vocell partnership. Following the death of the elder Vocell in 1949, his sons carried on the business under the Vocell Bus Company name and were granted a new charter license.

Vocell Bus Company first entered the fixed-route business in February 1952, by taking over a route from Woburn to Billerica via Burlington from a company that had gone out of business. Vocell initially ran this route under a temporary license, and was issued CPCN 2076 for it in April. This route had originally been started in 1924 as a replacement for an abandoned trolley line. In February 1953, Vocell was granted CPCN 3011 for some additional coverage in Billerica.

In March 1957, Vocell started a route between Woburn and Lexington under new CPCN 3149. This route had not had any transit service for many years.

In April 1968, the Vocell family sold their bus business to Benjamin R. Goodman, who formed Vocell Bus Company, Inc. for this purpose. The sale included the charter license and CPCNs discussed above. In October 1968, Vocell was granted additional rights to provide service to the new Burlington Mall, under CPCN 3459.

In January 1969, the MBTA discontinued operation of segments outside the MBTA district of several routes it had taken over through the purchase of the Eastern Massachusetts Street Railway Company in 1968. Several of these routes were taken over by private carriers. Vocell was granted CPCN 3469 for one such route, from Billerica through Chelmsford to Lowell. The MBTA continued to operate over the same route until 1976, but on a closed-door basis. Vocell operated service under CPCN 3469 as an extension of the older Woburn-Billerica route.

Vocell Bus Company discontinued operation of all of the routes covered by the certificates discussed above in 1979. All of the stock of the company was transferred from Benjamin Goodman to Paul Goodman in November 1979. The company is now a charter and school bus operator and is based in Malden. It is still owned by the Goodman family.

A.8.12 Wilson Bus Lines, Inc.

Early History

In November 1939, the DPU issued CPCN 1271 to William M. Wilson of Ashburnham for a local bus route between Ashburnham and South Ashburnham. The Boston & Maine Transportation Company had previously operated bus service between those points since the 1920s as a replacement for discontinued passenger train service on a branch line. In December 1939 the DPU granted a charter license to Wilson. In April 1945, the CPCN and charter license were amended to change the name to William M. Wilson d/b/a Wilson Bus Lines. The DPU issued CPCN 1598 to this company in May 1946 for a route from Ashburnham to Fitchburg through the edge of Westminster. CPCN 1622, issued in July 1946, provided additional street coverage in Ashburnham. In November 1947, Wilson incorporated his business as Wilson Bus Lines. In January 1948, the DPU replaced Wilson's original CPCNs with CPCN 1846 issued in the name of the corporation, and in February 1948 the Wilson's charter license was likewise replaced. Wilson discontinued the service between South Ashburnham, Ashburnham, and Fitchburg covered by CPCN 1846 in 1957.

Gardner-Templeton Street Railway Acquisition

In April 1957, the Gardner-Templeton Street Railway Company went out of business. Wilson Bus Lines purchased most of that company's bus fleet and 15 CPCNs originally issued between 1926 and 1954. The oldest of these, CPCN 177 was for replacement of a trolley line between Gardner and Templeton. The others covered various local routes in these municipalities and in Athol, Orange, Phillipston, and Winchendon. Wilson discontinued some of the routes covered by these CPCNs immediately, and had dropped most of

the rest by the mid-1960s. The Winchendon route was discontinued in 1972. A 1974 DPU survey of the status of outstanding CPCNs indicated that Wilson was still operating some service in Gardner and Templeton under four of the CPCNs acquired from the Gardner-Templeton Street Railway.

Other Route Acquisitions

In June 1963, Wilson acquired nine CPCNs from Flanagan Bus Lines, which was going out of business. That company had started operating charter and fixed-route service in December 1957, and had acquired all of the CPCNs from another carrier then. They had originally been issued between 1925 and 1945. The DPU file for Wilson does not indicate what carrier had these CPCNs before Flanagan, but based on the location of the routes they covered and the date Flanagan got them they were probably originally Boston & Maine Transportation Company routes. The oldest of them, dating from 1932, covered a route from Gardner to Worcester through Westminster, Sterling, Princeton, and West Boylston. Most of the rest were local variations of this route. The DPU files indicate that Wilson may have been operating some service on the Worcester route as late as 1974, but it did not appear in a 1978 inventory conducted by CTPS for the Executive Office of Transportation and Construction.

In August 1965 Wilson acquired the charter license and CPCN 1767 from Thomas V. Bushey d/b/a Bushey's Bus Lines. That company had been in operation since 1962. The CPCN was for a route in Winchendon. It was originally issued in 1947, but the prior carrier was not identified in the DPU's Wilson files. Wilson discontinued operation under this CPCN about 1967.

In addition to the CPCNs acquired from other companies, Wilson was also issued some new CPCNs for service in Gardner, Fitchburg, Westminster, and Leominster in 1965, but had discontinued these routes by 1967. The last CPCN issued to Wilson by the DPU was CPCN 3705, in September 1978, for a route in Gardner.

Commuter Rail Service in Wilson Lines Service Area

In January 1965, the Boston & Maine Corporation received approval from the Interstate Commerce Commission to discontinue all intrastate passenger trains to and from Boston. On the Fitchburg Line, service at that time ran between Boston and Fitchburg. Under a contract with the MBTA, the B&M continued running service between Boston and West Concord. In June 1965, under agreements between the MBTA and towns outside the MBTA district, service was restored as far as South Acton, with a few trips continuing to Littleton and Ayer. Service beyond South Acton was discontinued in 1975, but in 1980 with new funding mechanisms available, the MBTA restored service

through to Fitchburg and beyond to Gardner. Passenger service beyond Fitchburg had previously ended in 1960.

In January 1987, commuter rail service was cut back from Gardner to Fitchburg. From then until June 1993, Wilson Bus Lines operated substitute bus service on this segment under contract with the MBTA.

In November 2011, the Wilson Bus Lines website described the company as a charter and tour bus operator.